Resilience Through Difficult Conversations

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Learning Objectives

• 3 Learning Objectives:
  ➢ Participants will identify essential factors in developing a culture of trust.
  ➢ Participants will gain 2 organizational tools utilized when approaching difficult conversations.
  ➢ Participants will develop a plan for successfully handling at least one current difficult conversation.
What are difficult conversations?

- Bring up uncomfortable emotions
- Power differential
- We don’t feel safe in any the 4 ways:
  - Moral, Physical, Emotional, Social
Why are they so difficult?

- What do they bring up in us?
- Our own trauma – things we may want to avoid that go beyond this conversation
What Happens when Difficult Conversations are Avoided?

**Yourself**
- Silence
- Secrecy
- Trauma bonding
- False truisms
- Distrust
- Activation of fight, flight, freeze
- Thwarts growth and change

**Organization**
- Denial, immobilization,
- Uncertainty
- Collective disturbance
- False truisms
- Distrust
- Activation of fight, flight, freeze
- Thwarts growth and change
Horse before Cart
Culture of Trust

- Proactive
- Relational
- Necessary
- Makes everything possible
Primary Tenets of Culture of Trust

- Strong awareness of trauma theory
- Be mindful of parallel process
- Maintain benefit of the doubt
- Growth and change is essential
- You must feel it to heal it (can’t avoid it)
- Authentic vulnerability and courage
- Own what is yours and be willing to share fears
- Attend to Reenactment and Empowerment Triangles
- If not willing to be uncomfortable, must move on
How We Built a Culture of Trust

Long term inter and intra-departmental trust
Leader to leader
Strategic retreats & exercises

Created families across departments
Fresh eyes (Director of Transformation)
Building Trust Requires Us to...

Establish safety
Solicit confidential individual and small group feedback with aggregated data
Invite them to talk and then LISTEN
Anticipate departure of some
Share commitment to wellness culture for staff for buy in
Organizational Safety Plan

- Identify historical and current triggers
- Challenges to organizational safety
- What emotions are being expressed?
- Where does it manifest?
- How do we cope?

GROWTH & CHANGE
Tools and Tips to Difficult Conversations

- Community Meeting
- SELF
- Red Flag Meeting
- Empowerment Triangle
- Focus on Seven Commitments
- 1:1/ SBI (Situation/Behavior Impact)
- Pre-problem solving meeting worksheet
Tips to Difficult Conversations

- Trust the Commitments to guide you
- If you don’t have trust in the relationship, include someone you both trust to facilitate
- Say what you mean without being mean when you say it
- Reference organizational long-term strategic plan
Practice
Lets Apply what we’ve Discussed

- What difficult conversation did you identify?
- What tool do you use given what you’ve learned?
- What resources do we need?
- Who or what will increase my safety?
- When will you have the conversation?
- How will you document the interaction?
Learning Objectives Revisited

• 3 learning objectives reviewed and what we learned:
  ➢ Participants will identify essential factors in developing a culture of trust.
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  ➢ Participants will develop a plan for successfully handling at least one current difficult conversation.
Contact

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