

Session One:

Regrounding in Collaborative Communication

SNHU Student Experience Leaders

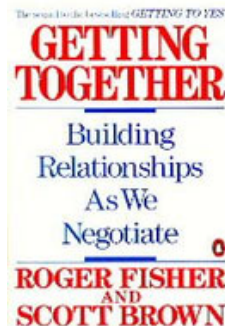
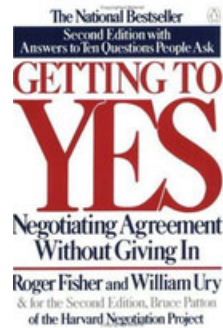
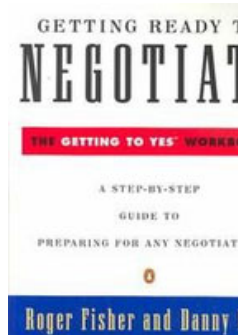
Conducted by: Michelle Joy Wecksler

MWI - *Negotiation, Ombuds & Mediation Services and Training since 1994*

Share in CHAT:

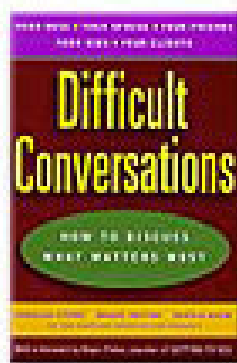
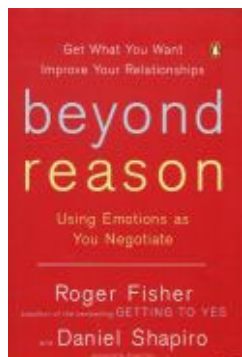
- 1) What part of Student Experience do you work in?
- 2) Where are you zooming in from?
- 3) What “grounds” you?

History of MWI

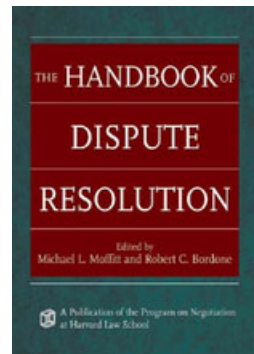
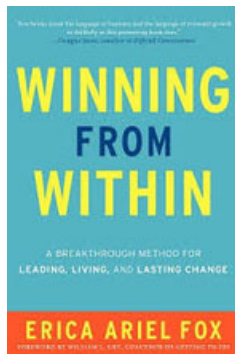
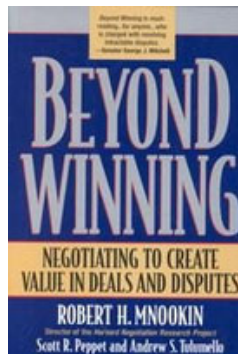


Since 1994, MWI has provided dispute resolution training and services to a range of clients worldwide including:

- SNHU
- UC Berkeley
- General Motors
- Analog Devices



MWI's training programs are based on the work of Roger Fisher, co-author of 'Getting to Yes', and his colleagues at the Harvard Negotiation Project (HNP)

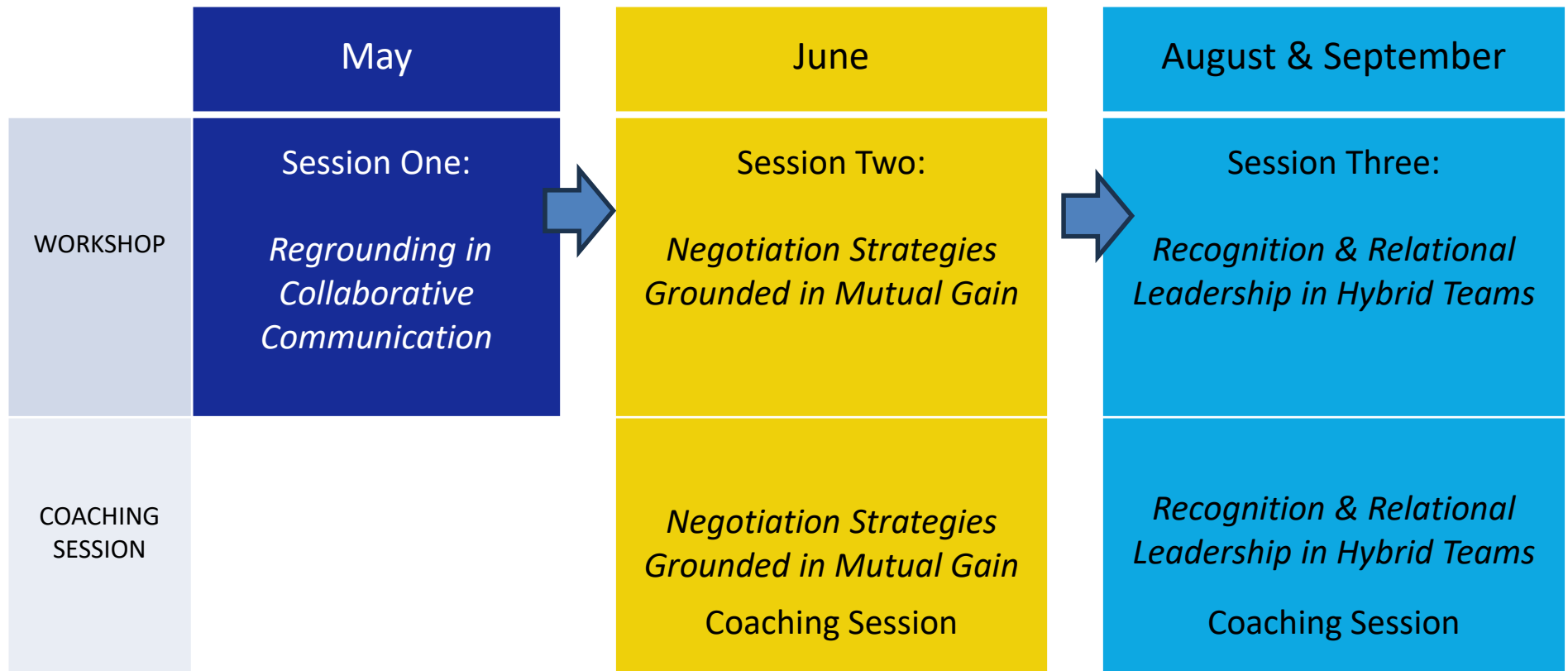


Our Work with SNHU

MWI has provided training, consulting, coaching, facilitation, and now ombuds services to SNHU including:

- Multiple department team retreat
- Collaborative Communication skills training for 400+ SNHU team members
- Negotiation skills training
- Ombuds services for faculty & staff

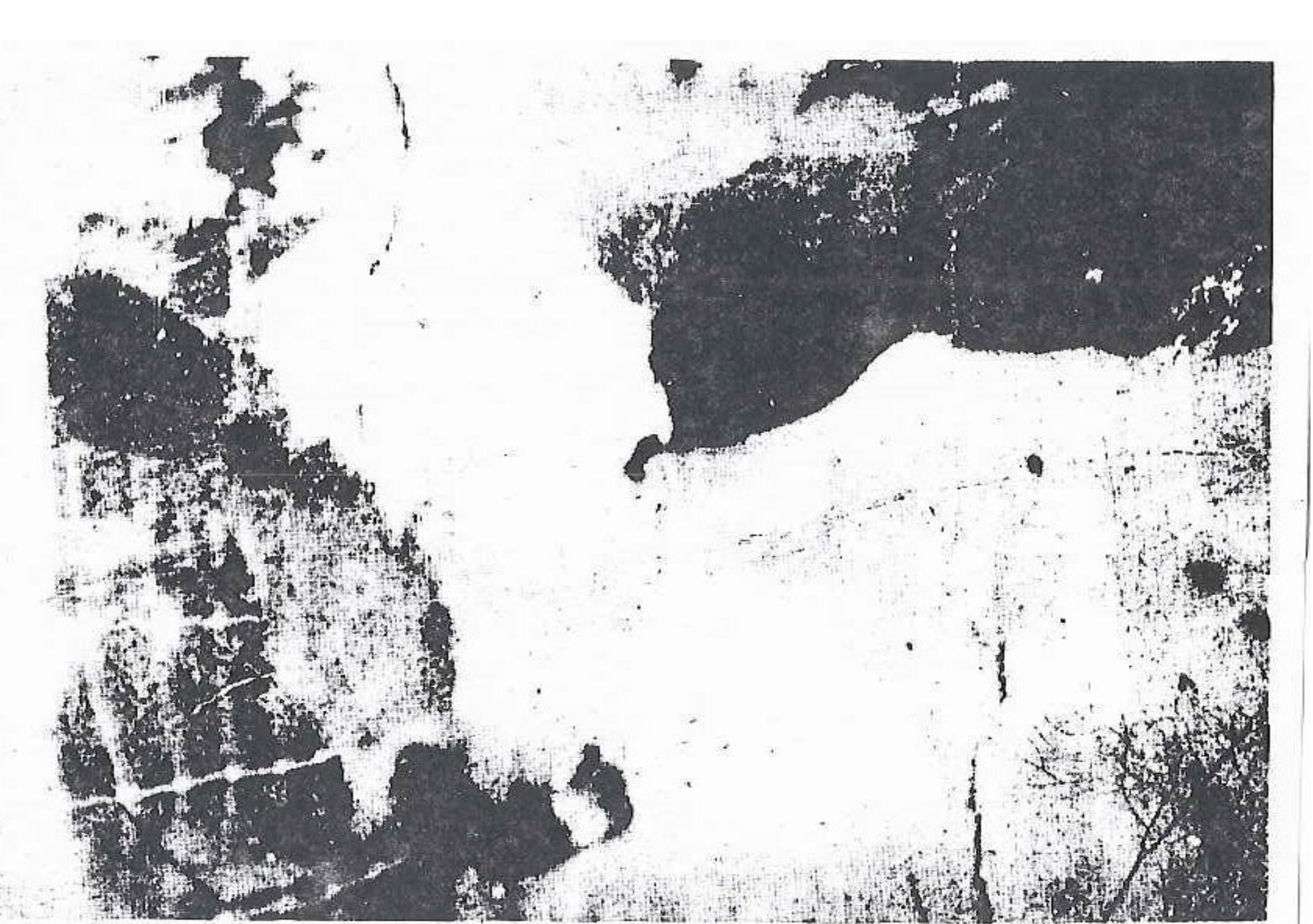
Learning Journey



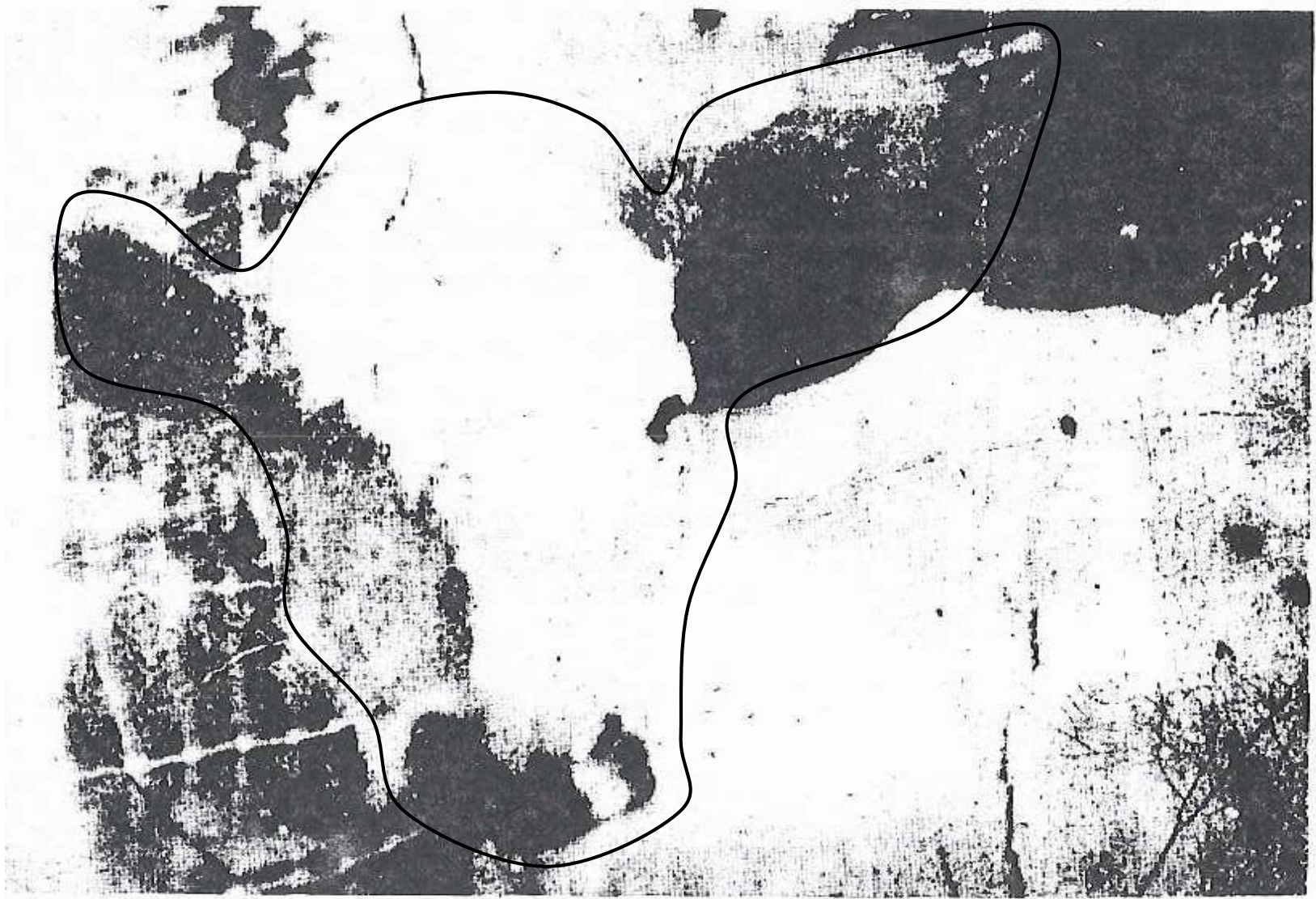
Workshop Purposes and Agenda

- Reground in collaborative communication
- Learn and apply the Four-Quadrant Tool to analyze your collaborative communication challenge
- Receive coaching and practice a real-life collaborative communication conversation

Share in private chat with Elise if you have needs regarding your groupings for practicing/discussing your real-life collaborative communication challenge



Can you see it now?



What is Collaborative Communication?

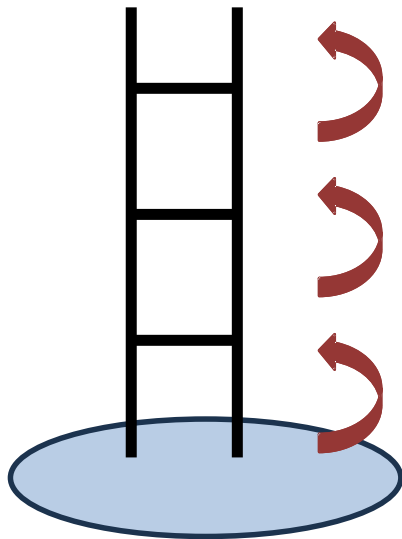
The sharing of information, ideas and feedback among individuals or groups in a way that promotes:

- mutual understanding
- cooperation, and
- collective decision-making
- Assuming positive intent
- Active listening
- Open-minded
- Authenticity

It involves creating an environment where diverse perspectives are valued, open dialogue is encouraged, and individuals work together toward common goals

A Review

Skill 1: Maintain
Curiosity and
Engage Multiple
Perspectives



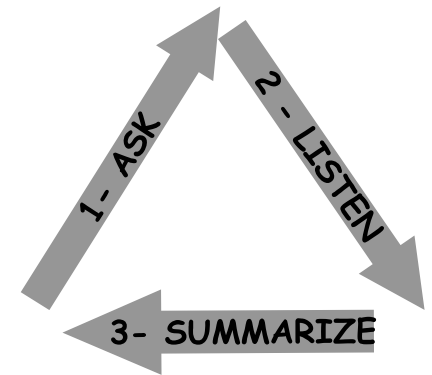
Skill 2: Focus on
Interests



Skill 3: Use the
Power of
Fairness



Skill 4: Listen
Actively



Breakout Room Discussions

In your breakout room each person can choose to respond to one of the following prompts related to collaborative communication:

- A collaborative communication you are proud of
- A collaborative communication you learned from
- A key piece of advice you would share with others based on your experience over the last year with collaborative communication

Please Share Your Response in CHAT

What is a theme or key insight from your breakout discussion?



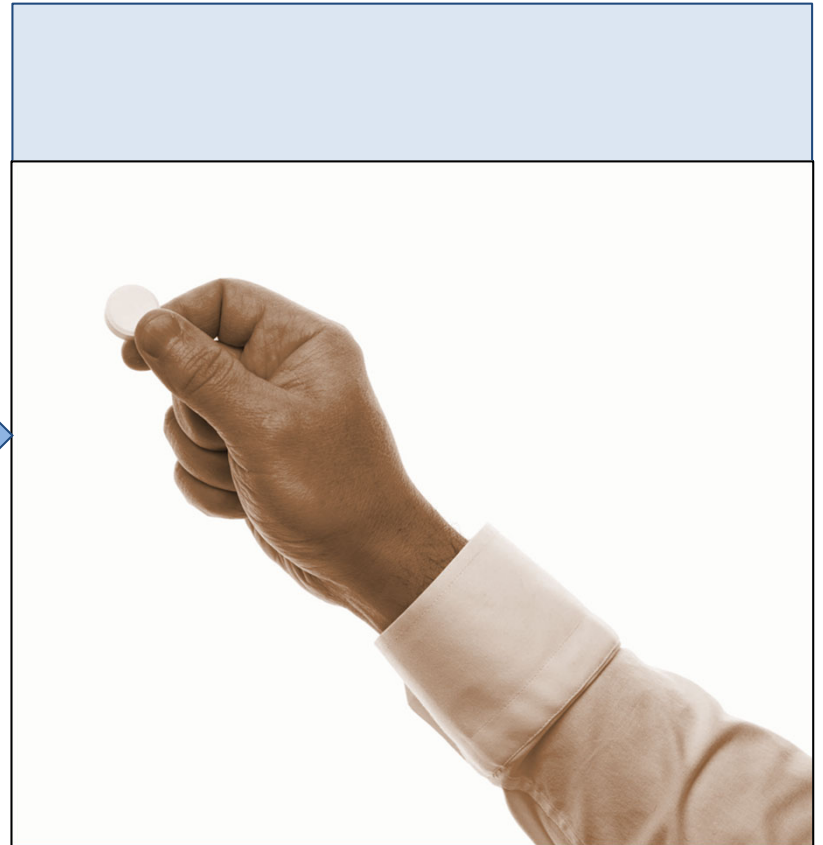
What Should I Do?



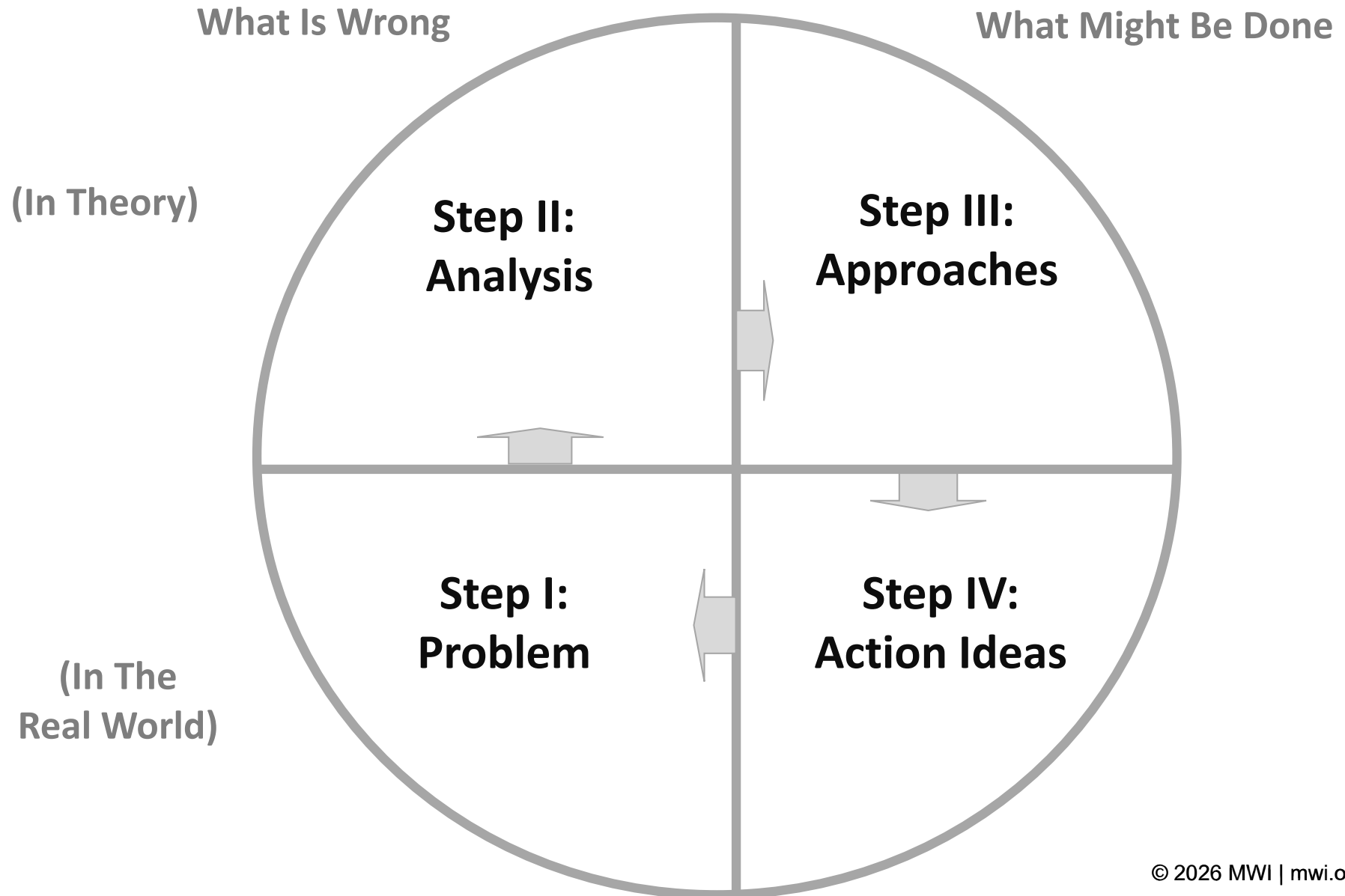
What Should I Do?



What Should I Do?



Four Quadrant Tool



Four Quadrant Tool Worksheet



Four Quadrant Worksheet

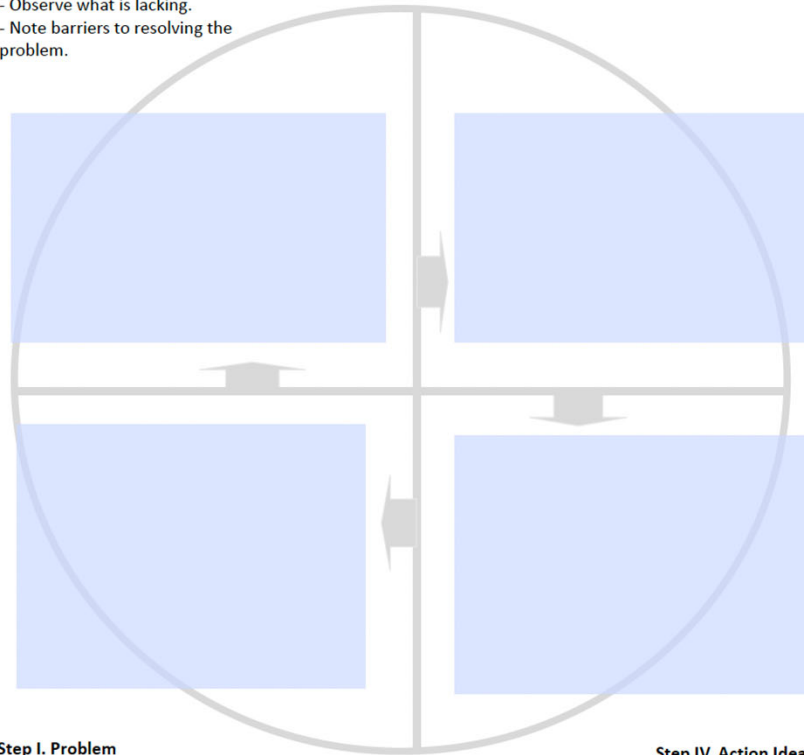
Step II. Analysis

Diagnose the problem:

- Sort symptoms into categories.
- Suggest causes.
- Observe what is lacking.
- Note barriers to resolving the problem.

Step III. Approaches

- What are possible strategies or prescriptions?
 - What are some theoretical cures?
- Generate ideas about what might be done.



Step I. Problem

- What's wrong?
- What are the current symptoms?
- What are the disliked facts contrasted with a preferred situation?

Step IV. Action Ideas

- What might be done?
- What specific steps might be taken to deal with the problem?

Your Real-Life Collaborative Communication Challenge

Identify a scenario that allows you to apply the skills we're learning.

Options include:

- An upcoming difficult conversation
- A current communication dynamic you want to change

Good scenarios allow you to answer the following questions:

- Who is the person I am communicating with?
- What is our communication dynamic?
- What is the topic we are discussing?

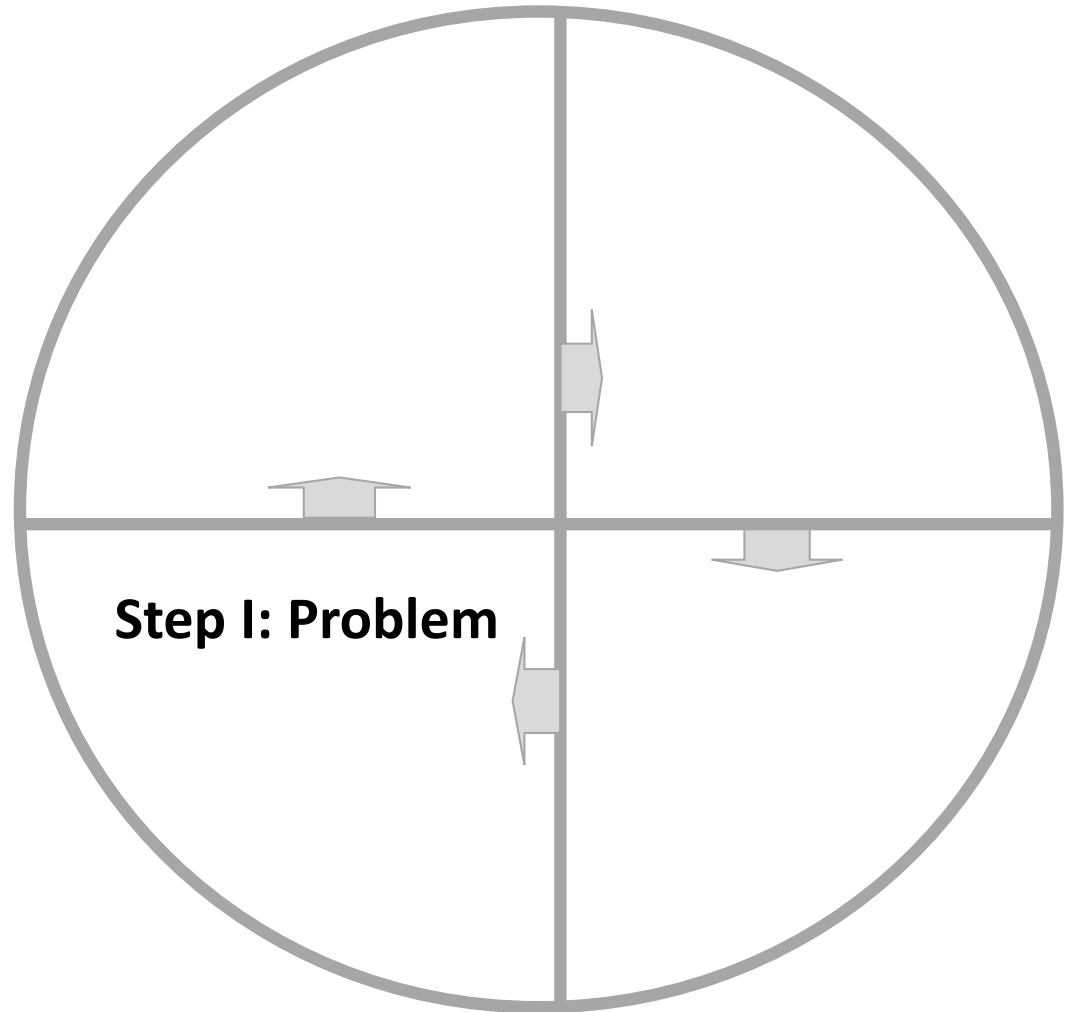
Step I: Problem

- What's wrong?
- What are the current symptoms?
- What are the disliked facts contrasted with a preferred situation?

Headache

Unable to concentrate

*Uncertainty as to whether this
will be short-term or long-term*



Step I: Problem

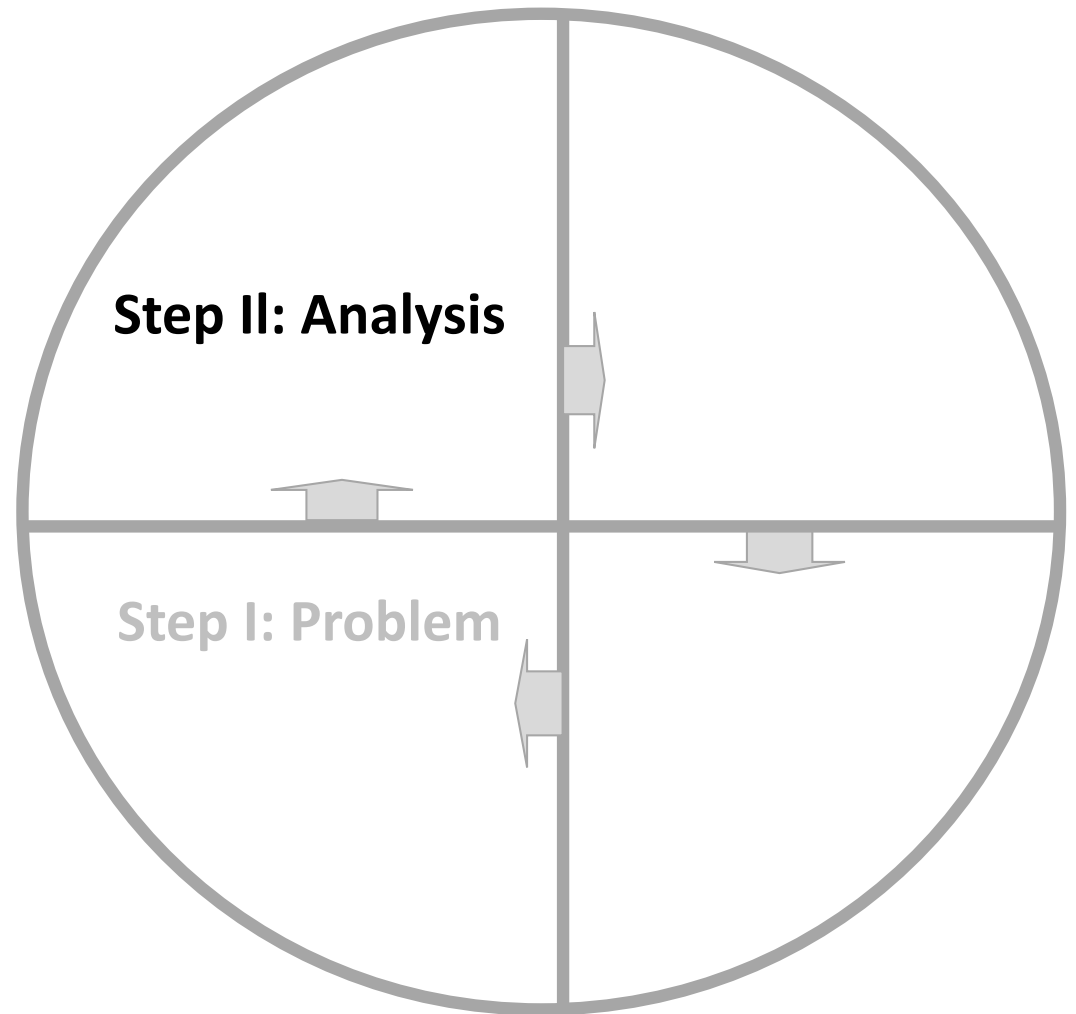
Four Quadrant Worksheet

Step II. Analysis	Step III. Approaches
- Diagnose the problem; - Sort symptoms into categories. - Suggest causes. - Observe what is lacking. - Note barriers to resolving the problem.	- What are possible strategies or prescriptions? - What are some theoretical cures? - Generate ideas about what might be done.
Step I. Problem - What's wrong? - What are the current symptoms? - What are the disliked facts contrasted with a preferred situation?	Step IV. Action Ideas - What might be done? - What specific steps might be taken to deal with the problem?

Step II: Analysis

Diagnose the problem:

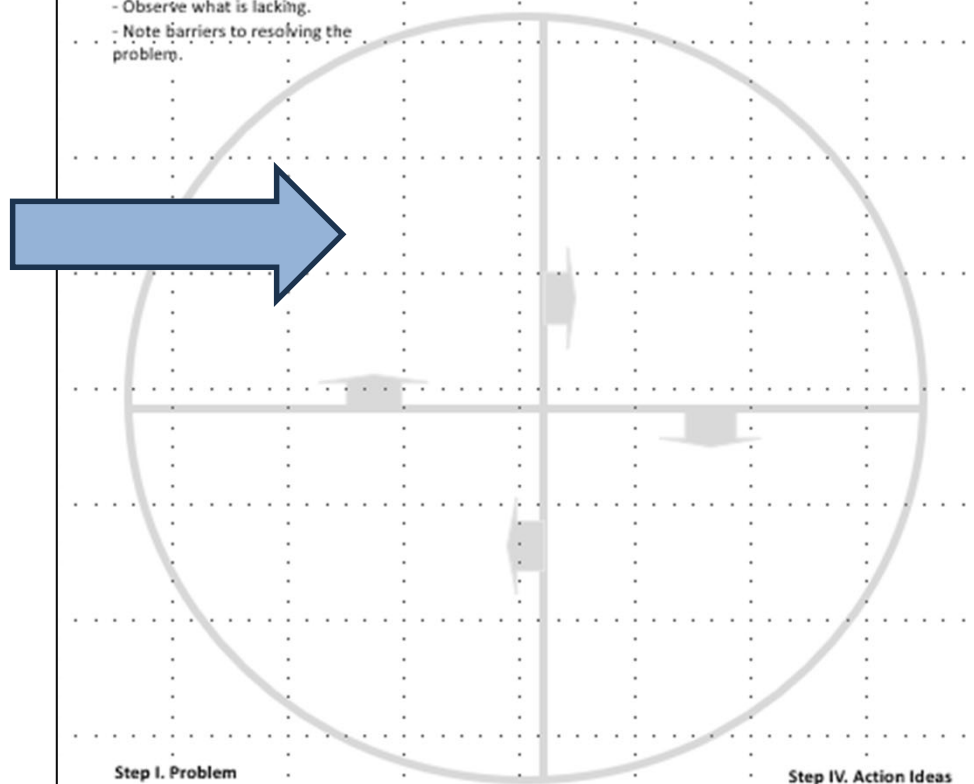
- Sort symptoms into categories
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Step II: Analysis

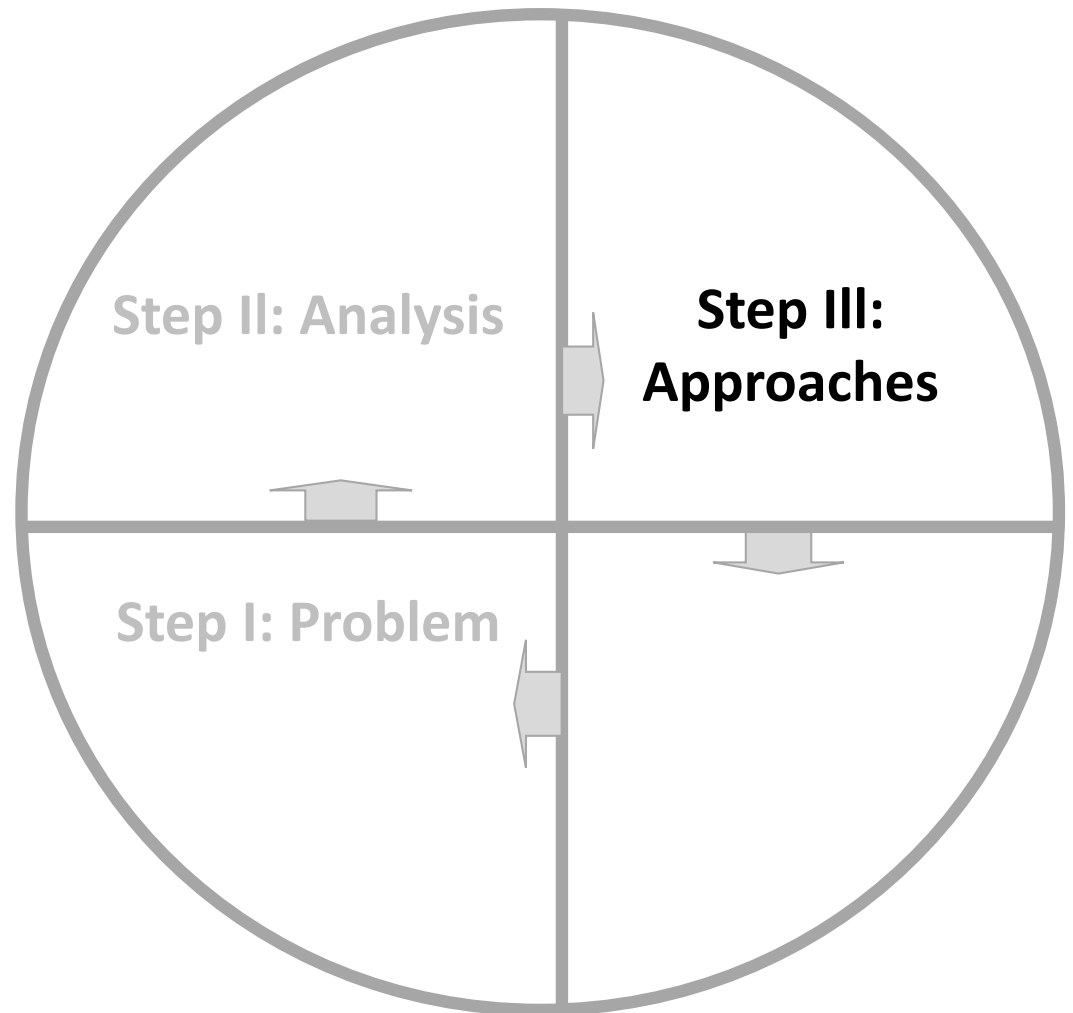
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Step III: Approaches

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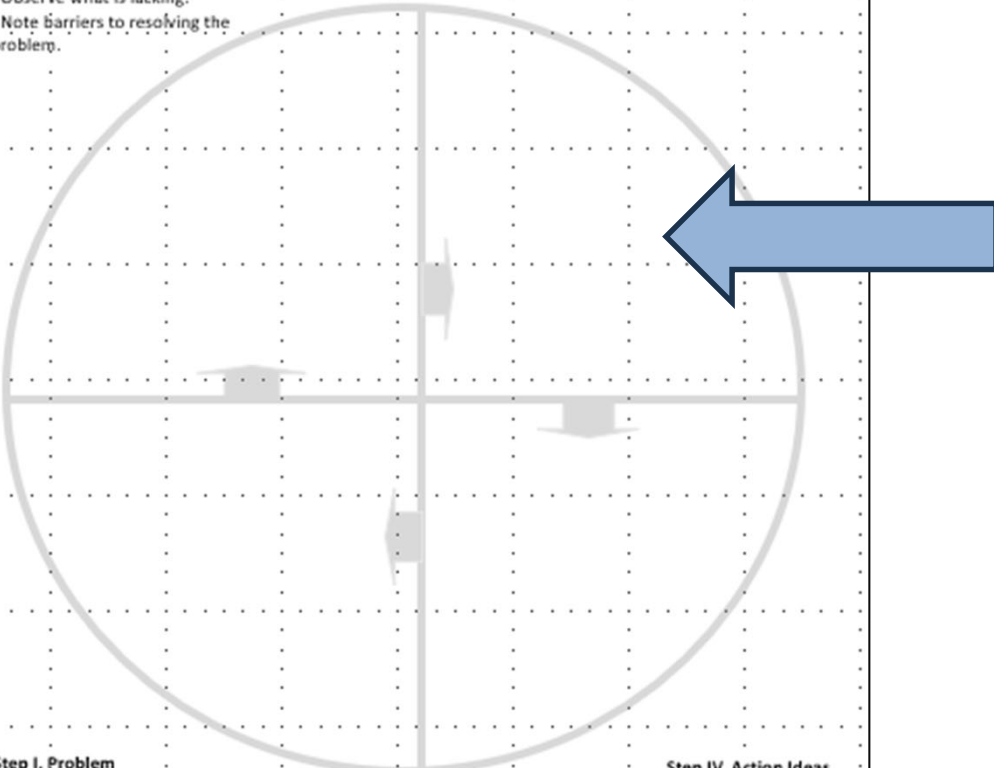


Step III: Approaches

Four Quadrant Worksheet

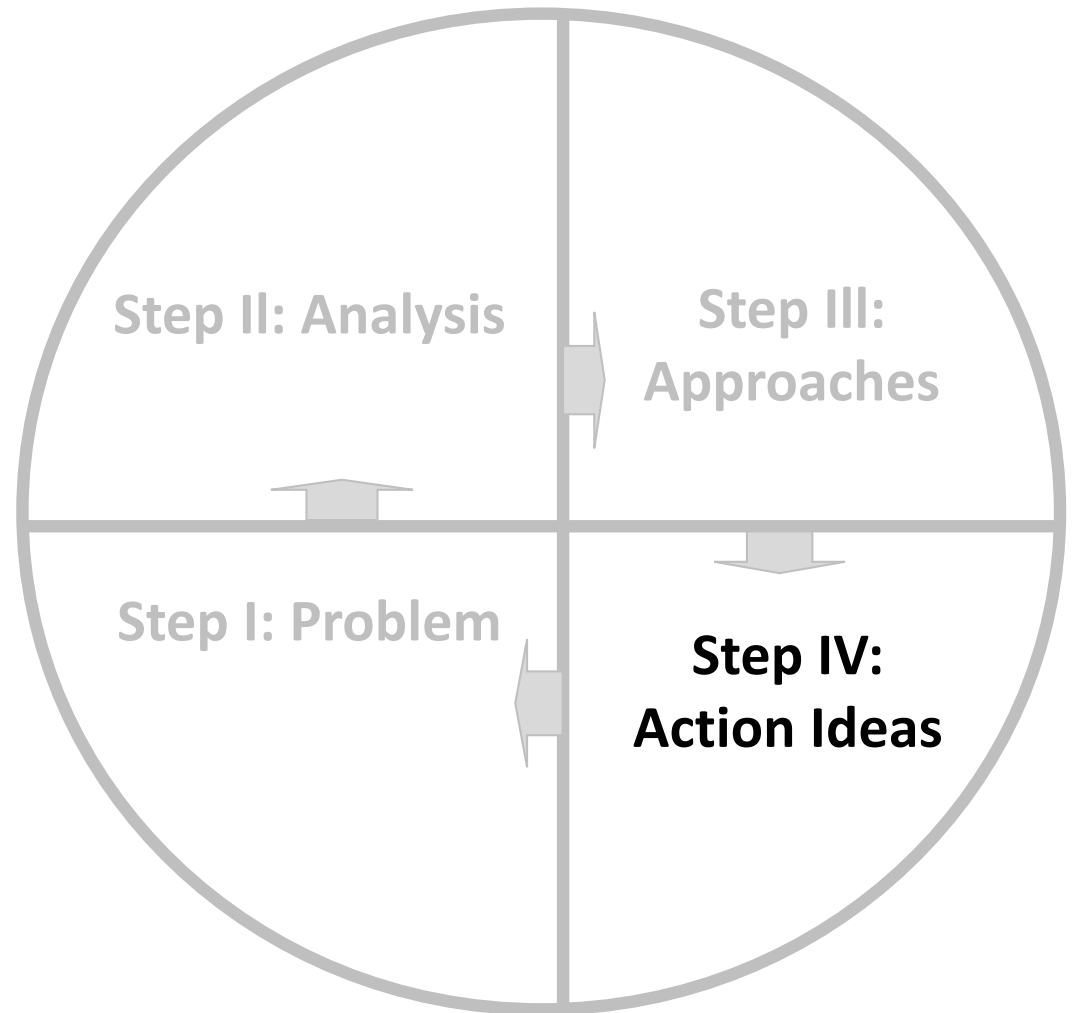
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Step IV: Action Ideas

- What might be done?
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Step IV: Action Ideas

Four Quadrant Worksheet

Step II. Analysis	Step III. Approaches
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Step I. Problem - What's wrong? - What are the current symptoms? - What are the 'disliked' facts contrasted with a preferred situation?	Step IV. Action Ideas - What might be done? - What specific steps might be taken to deal with the problem?

Breakout

- Share your Four Quadrant worksheet with your breakout group
 - Share screen if you would like
- What did you learn, discover, or realize by completing the Four Quadrant worksheet?

Please Share Your Response in CHAT

- What is something you learned, discovered, or realized by completing the Four Quadrant worksheet?



How might you use the Four Quadrant tool moving forward?

Arrive with a Problem, Leave with a Plan!



LADDER OF INFERENCE

Who am I communicating with?

What are we discussing?

MY LADDER	THEIR LADDER
CONCLUSION What is my conclusion?	CONCLUSION? What is their conclusion?
INTERPRETATION How am I interpreting the data?	INTERPRETATION How might they be interpreting the data?
DATA What data am I selecting?	DATA What data might they be selecting?
What data might I be missing?	What data might they be missing?

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*Complete a Ladder of Inference
Worksheet for your real-life
collaborative communication
challenge.*

Collaborative Communication Coaching and Practice

You have choices:

- Spend time discussing your situation with your partner and receive coaching or support
- Spend time having your partner play your counterpart and role play the situation
- Spend time doing a role reversal: have your partner play you and you play your counterpart and role play the situation
- Complete your Ladder of Inference worksheet

Or a combination of the above!

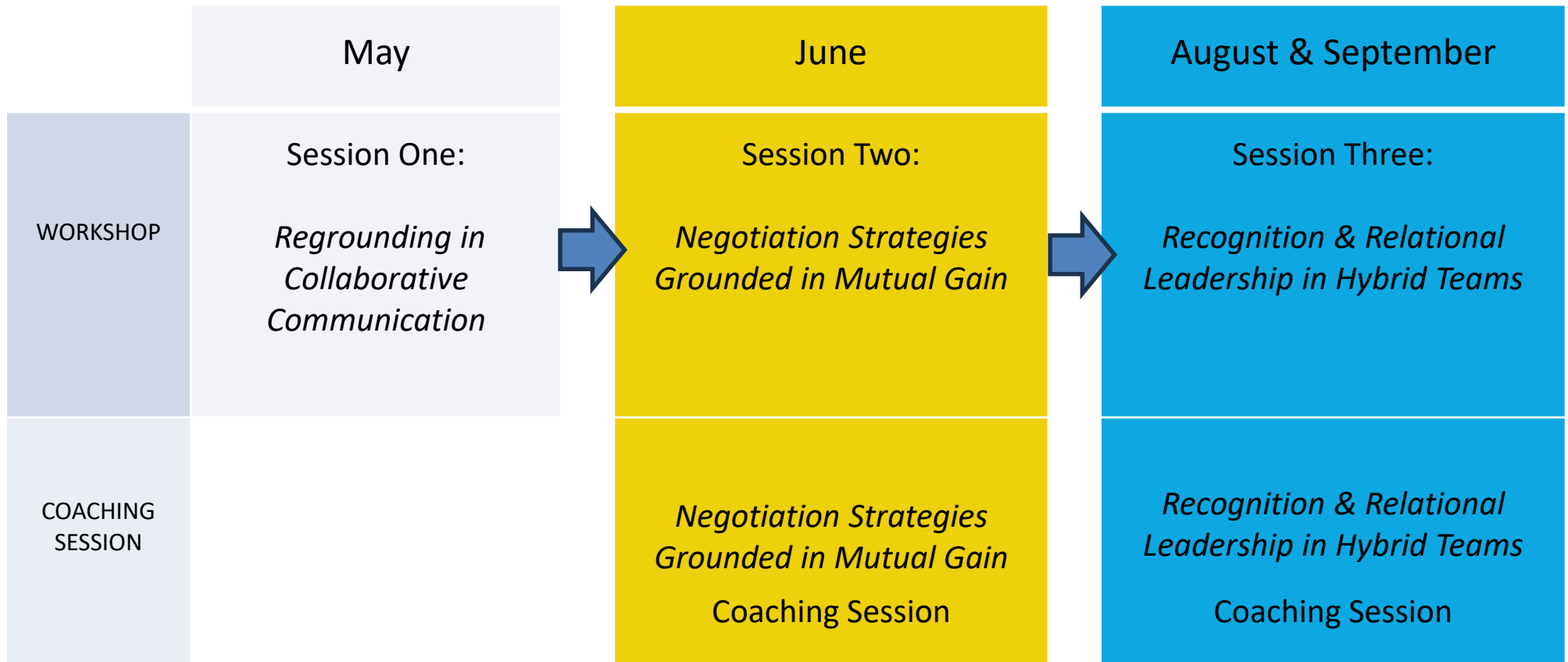
Return with an insight or piece of advice to share in CHAT

Wrap Up

What is one thing related to collaborative communication that you are taking away from this session?



Learning Journey



Thank You!

We appreciate your feedback!

Any questions?
SNHU@mwi.org