

HOW TO NAVIGATE THE 4 STICKY STANDARDS

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THE 4 STICKY STANDARDS

ELEVATION OF POLITENESS:

This can also be stated as **avoiding conflict** which is what we do when we let small issues snowball into bigger problems by not addressing them right away.

NEUTRALITY:

Requiring one another to be objective can get in the way of authentic communication. Remember, we all have a unique perspective based on our identities, personalities, and life experiences. We are never coming to the table objectively.

RIGHT TO COMFORT:

We are not used to being uncomfortable in our daily lives, especially when we hold power or privilege in our workplace.

DEFENSIVENESS:

When that comfort is interrupted, we tend to react defensively.



**THESE STANDARDS REFLECT WORKPLACE VALUES
THAT ARE PRESENT IN MOST OR ALL OF OUR JOBS.**

Instead of helping, they cause
miscommunications which hinder collaboration.

THINK ABOUT WHAT HAPPENS WHEN TELLS YOU SOMETHING YOU SAID HURT OR OFFENDED THEM?

- By pointing this out, they are interrupting your “right to comfort.”
- By not just letting it go, they are not being polite because they are not avoiding what seems like a small conflict.
- If they express this with any of the emotions they’re feeling (hurt, anger, sadness), then they are not remaining neutral or objective.



**BECAUSE THESE FIRST THREE
STANDARDS HAVE BEEN BROKEN,
BOTH PEOPLE ARE NOW LIKELY TO
REACT FROM A PLACE OF
DEFENSIVENESS.**

BUT I'D LIKE TO GIVE YOU AN ALTERNATIVE.

The following steps use the underlying principles of...

- SELF-REFLECTION
- LISTENING
- UNDERSTANDING



THE RADIO METHOD

REST & BREATHE → **ASSESS YOUR FEELINGS** → **DISCOMFORT IS OKAY!**

→ **INVESTIGATE IMPACT** → **OPEN YOURSELF TO CHANGE**

STEP #1

REST & BREATH

SELF-REFLECT

Breath moves emotion through your body.

**When your body think it's are under attack,
take a breath and remind your body you are safe.**

This is not a fight anyone needs to "win."

STEP #2

ASSESS YOUR FEELINGS

SELF-REFLECT

What are you feeling?

What made you feel this way?

Why did it make you feel this way?

STEP #3

DISCOMFORT IS OKAY

LISTEN

**The more you're okay with being uncomfortable,
the more you can listen to the other person.**

STEP #4

IMPACT OVER INTENT

LISTEN

**Listen with the intent of understanding the impact
your words or actions had on the other person.**

STEP #5

OPEN YOURSELF TO CHANGE

THE APOLOGY

Step 1: apologize from a place of impact.

Step 2: Change your behavior moving forward.



Rest & Breathe

Assess your body & your feelings

Discomfort is okay!

Investigate your impact

Open yourself to change

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