

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:

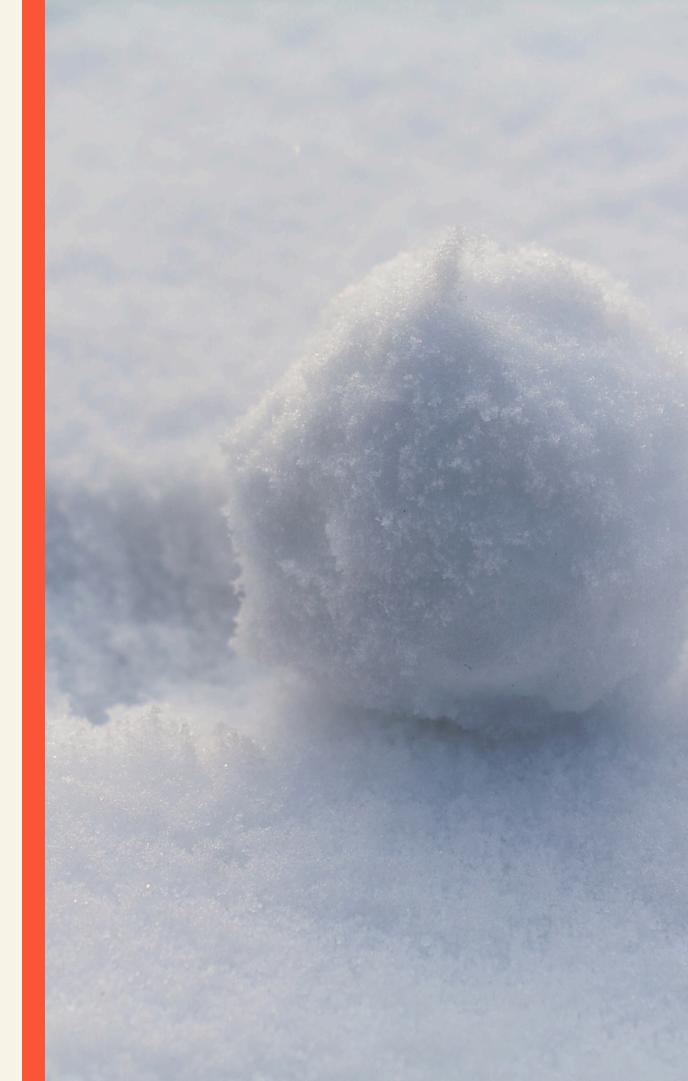
Requiring one another to be objective can get in the way of authentic communication. Remember, we all have a unique perspective based on our identities, personalities, and life experiences. We are never coming to the table objectively.

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











THE RADIO METHOD







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 Discomfort is okay! Investigate your impact Open yourself to change



Assess your body & your feelings

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