

Civil Conversations:

When Hot Topics Meet **Hot** Coffee



LEARNING OUTCOMES

- ❑ **Apply the two-step Call-In Method** to transform workplace tension into opportunities for authentic connection and collaborative problem-solving.
- ❑ **Identify specific strategies** for addressing impact while preserving relationships, including when and how to facilitate repair conversations.



In a world where everything feels polarizing, how do we turn break room tension into moments of authentic connection without spilling the coffee?



The Call-In Method

Step 1:

The Invitation & Active Listening

- Open with curiosity: "I'm wondering..." or "Tell me more..."
- Listen for the story behind the statement
- Acknowledge their experience without agreeing or disagreeing

Step 2:

Building Connection & Collaborative Solutions

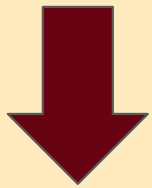
- Find the shared values: "I'm hearing we both care about..."
- Explore impact together: "What's the impact of this on...?"
- Move toward solutions: "What support do we need here?"

Let's Connect:

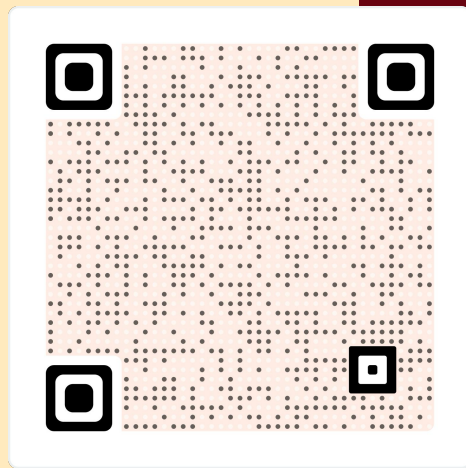
- ❑ "What specific situation in your workplace could benefit from this approach?"
- ❑ "How will you know if the conversation was successful?"
- ❑ "What's your backup plan if things get too heated?"



Resource



S



Next Up



July 15
Civil Conversations:
Generations @ Work -
Different Paths, Shared Goals

