



BUILDING EFFECTIVE PARTNERSHIPS LEARNING COLLABORATIVE

**JULY 2023:
START BY RAISING THE ISSUE:
MAKING IT SAFE TO SHARE**

START BY RAISING THE ISSUE

A planful way to raise the issue is by describing the gap. Here's how:

STEP 1

Start with Safety: Evaluate the environment and the status of the professional relationship at the time of the challenging conversation. If there is a disconnect in understanding the topic/concern/etc., you start by simply describing the gap between your definition and what you observed.

STEP 2

Share your Path: Start with facts rather than judgment. Stick with what you saw, heard, or read that drew you to your conclusion. Leave emotion out of the conversation.

STEP 3

End with a Question: You stated there's a gap, shared the path because of the gap, now you bring to a close with a simple diagnostic question such as, "What happened?"



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MAKE IT SAFE TO SHARE

Spot the turning point in which the other person moved to Silence or Violence.

Watch for signs of a safety problem. The environment has shifted.

Tips for turning the conversation around

- 1, Step Out. When others move to silence or violence, step out of the conversation, and make it safe.
2. Decide which condition of safety is at risk – mutual purpose or mutual respect.
3. Apologize when appropriate.
4. Contrast to fix misunderstanding.
5. Create a mutual purpose.



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REFLECTION ON CONTENT

Consider a time in which you noticed the person you were talking to go down the path of Silence or Violence. What were the indicators that they no longer felt it was safe to share?

ACTION ITEM

For the next challenging conversation, you are preparing for, think through how you will implement the 3-step process for raising the issue (1. Start with safety, 2. Share your path, 3. End with a question).