

Communication & Collaboration Strategies for Moving Forward

How Do We Share the Space?

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Factors:

- Origins and Culture at Miramar
- Interdisciplinary Impact
- Impact of COVID 19
- Impact of Black Lives Matter
- Impact of changes in Leadership
- Trauma in organization is still trauma

Unconscious Biases – we all have them

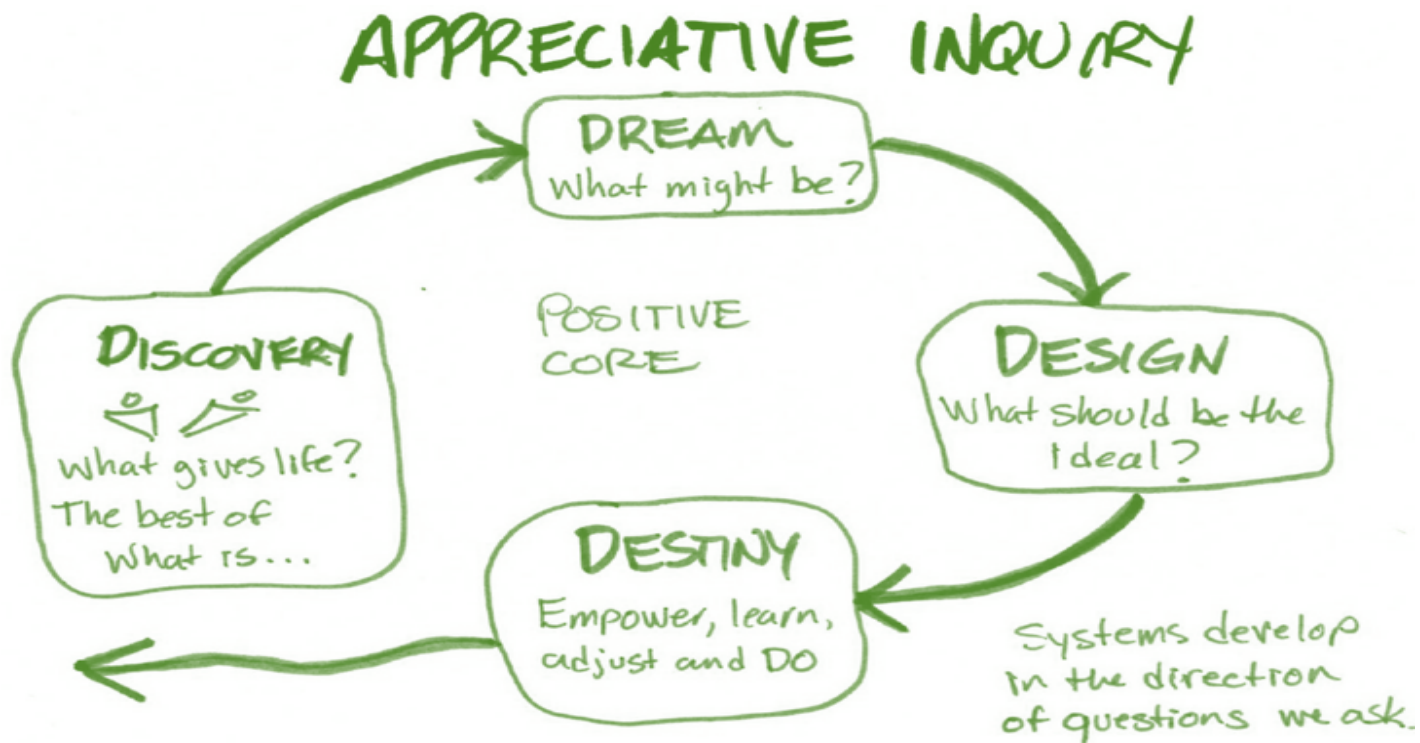
- Triggers
- Assumptions
- Limiting Beliefs
- Expectations

<https://www.mindfulleader.org/blog/26600-why-mindfulness-is-the-answer-to>

How to move on in a healthy way...

- Mindfulness is being present
- Intentionally paying attention
- Focused awareness
- Choose where you place your energy
- Thoughts impact perception & experience
- We all want to be seen & heard
- Shift attention to present, to review attention & intention
- Check-in for bias
- If not aligned with what want to focus and feel? Make a different choice
- Respond rather than react!

Moving forwards...



Source: Cooperrider et.al

Trauma

- all experience some trauma
- some have experienced much great degrees of trauma
- may be direct or inherited
- may be overlaid on earlier trauma
- need to acknowledge organizational trauma to move on in healthy ways

Healing from institutional trauma requires an:

Awareness of the 3 E's

- Events
- Experiences and
- Effects

And a focus on Trauma Informed Care which is based on the 4 R's:

- Realization,
- Recognize,
- Respond,
- Resist Re-traumatization.

(SAMSHA: experience of trauma)

1. Healing from trauma is found in an awareness and actions that address the conditions that created the trauma in the first place.

2. The pathway to restoring wellbeing can be found in culture, building a healthy identity, and a sense of belonging, supported by rituals and stories.

Healing Centred Engagement

3. Go beyond treating emotional and behavioural symptoms, build on collective strengths and possibilities.

4. Supports the wellbeing of those practitioners supporting the community healing.

Collaborative Communication

We can define collaboration as “an evolving process that calls for active participation from contributing individuals who engage in shared problem-solving and decision-making to achieve a common goal” (Hamric, Hanson, Tracy & O’Grady; 2014).

Collaborative Communication

To get there, to build
trusting and collaborative relationships,
we first need to heal from past traumas
and have a safe a space to thrive.

Collaborative Communication

Developing Better Relationships at Miramar

- Safety – all parties must feel physically and emotionally safe
- Trustworthiness – created through clear and thoughtfully developed boundaries that govern all aspects of the organization
- Collaboration – all stakeholders are invited to participate in decision-making and innovation at some level
- Empowerment – sharing power with all stakeholders, recognizing and celebrating strengths, while mistakes are viewed as opportunities to learn and grow

(Adapted from the Traumatic Stress Institute in New Britain, Connecticut)

Collaborative Communication

Tips for Effective Communication

- Healing happens when people can share their experiences with others who listen
- Listen to the speaker from *their* position—strive to appreciate their context, rather than defending *yours*
 - Being compassionate doesn't mean being in agreement
- Ask questions to understand, not to assess

Collaborative Communication

Please take a moment to put your thoughts to paper (or keys) as you brainstorm on one or more of the following questions:

1. What can we do, and what do we need from others, if we are to heal from and reconcile past injustices at Miramar?
2. What are some things folks are already doing at Miramar to begin that process?
3. How would you like Miramar's leadership, and the rest of us, to function moving forward? (How should the decision-making process look? How should leaders operate? How should we treat our colleagues? Etc.)

“You’re just a really nice guy”

Building Bridges

- Building bridges is about understanding others and them understanding you
 - Fundamental Attribution Error
 - Endowment Effect & Status Quo Error

Building Bridges

- Fundamental Attribution Error
 - Attributing others' actions to their character or personality
 - Attributing your own actions to external situational factors
- Endowment Effect & Status Quo Error
 - We value the way things are today more than what could be
 - “More like a perceptual illusion than a computational error”
J. Tagg (2012)

Collaboration & Participatory Governance

- Collaboration and participatory governance built around diverse people and ideas engaging each other
- Change and new ideas naturally resisted
- Engaging Resistance
 - “Reactions to resistance are more visceral than mindful”
A. Anderson (2011)
 - Fundamental attribution error suggests we would attribute resistance to a character or behavioral trait; however, it’s our own reaction to resistance that is emotional.

Collaboration & Participatory Governance

- Emotion isn't bad—rather we must accept our and others' emotions without prejudice
- Develop emotional intelligence and self-regulation
- Reframe “resistance” as feedback