

**CONFIDENT COMMUNICATION - DESC**

Participant Worksheet

Conflict Resolution Day 2018

Being confident in your communications is behaving in a manner that communicates respect for others as well as commands respect for yourself.

**D**escribe**:** what you are experiencing (i.e. seeing, hearing) in the situation. Remember to use I messages.

**E**xpress: your response should communicate what is going on for you emotionally (can also be used to check out assumptions).

**S**pecify: your preferred need. Remember to use I messages.

**C**ollaborate: comment on the positive benefits/result for you both**.**

**~ADR Institute of Alberta**

**Use the Confident Communication model (DESC) to respond to the following:**

**Scenario 1: Your co-worker walks by you and slams a file on your desk yelling, “There, it’s yours, you can have it!” You say…**

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**Scenario 2: A client called your office three times in the past 15 minutes and you have been unable to locate the person he needs to talk to about his case. He has become progressively more abusive with each call and this time is yelling and using language you find offensive. You respond by saying…**

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**Scenario 3: A friend stood you up twice in a row last week, you talked to her about it and she said that she was sorry so you set another date. You have been waiting for her at the coffee shop and she is 30 minutes late! You finally see her rushing through the door, she sits down and you say…**

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**Scenario 4: You asked your spouse to help you clean out the garage on Saturday. You just overheard your spouse talking on the phone, making plans to go out with friends during the allotted time. You say…**

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**Scenario 5: Your neighbour has a tree that overhangs your property, dropping leaves, buds and branches year round. You’re fed up- you’ve cleaned up the mess for 10 years and now you want your neighbour to cut the tree. You say….**

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**Facilitator DESC Suggestions:**

**Scenario 1:** Your co-worker walks by you and slams a file on your desk yelling, “There, it’s yours, you can have it!” You say…

**Describe:** When Isee you slam files on my desk and hear you yell….

**Express:** It makes me feel like I am letting you down…

**Specify:** I would like this to be a successful project …

**Collaborate:** I think we can achieve that if we spilt the work evenly and then we can equally share the credit.

**Scenario 2:** A client called your office three times in the past 15 minutes and you have been unable to locate the person he needs to talk to about his case. He has become progressively more abusive with each call and this time is yelling and using language you find offensive. You respond by saying…

**Describe:** Sir, I hear your frustration….

**Express:** The anger is making it difficult for me to fully understand the nature of the problem….

**Specify:** If you give me the morning….

**Collaborate:** I will locate the appropriate person to help rectify your concern…

**Scenario 3:** A friend stood you up twice in a row last week, you talked to her about it and she said that she was sorry so you set another date. You have been waiting for her at the coffee shop and she is 30 minutes late! You finally see her rushing through the door, she sits down and you say…

**Describe:** When you miss or are late for our coffee dates …

**Express:** I feel like our friendship is not important to you….

**Specify:** We have been friends for so long and I really treasure the time we get to spend together…

**Collaborate:** Could we set another coffee time before we leave today and put it in our calendars.

**Scenario 4:** You asked your spouse to help you clean out the garage on Saturday. You just overheard your spouse talking on the phone, making plans to go out with friends during the allotted time. You say…

**Describe:** When I hear you making plans for the time we were to clean the garage…

**Express:** I feel as if you don’t feel it is important to get it cleared out for the winter….

**Specify:**  I would appreciate your help…

**Collaborate:** Is there a way to schedule the day so that the garage gets cleared and you can keep your plans with your friend?

Scenario 5: Your neighbour has a tree that overhangs your property, dropping leaves, buds and branches year round. You’re fed up- you’ve cleaned up the mess for 10 years and now you want your neighbour to cut the tree. You say….

**Describe:** When I come home in the evening and I see branches from your tree on my driveway….

**Express:** I get really angry…

**Specify:** because I have to clean up before I can park my car…

**Collaborate:** If we could share the cost of annual pruning then I wouldn’t have to clean the branches and you would have a beautifully maintained tree.