

**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 I see files slam on my desk and hear yelling,

**Express**: It makes me feel annoyed (take responsibility for your own feelings)

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

**Collaborate**: I would appreciate respectful communication so we can make this a successful project

**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:** When I hear offensive language being used

**Express:** I feel defensive/disrespected/threatened

**Specify:** I would prefer if we can speak to each other in a respectful and calm manner

**Collaborate:** so we both can acknowledge each other’s time and the need to connect to the right person.

**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 someone is late for a coffee date

**Express:** I feel hurt

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

**Collaborate:** I would appreciate it if we set another coffee time that we can both be assured that we can be at the location on time.

**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 of plans being made during the time set aside for cleaning the garage,

**Express:** I feel ignored

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

**Collaborate:** when can we schedule a time that we can work together on cleaning out the garage?

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 see fallen branches on my driveway

**Express:** I get really angry…

**Specify:** I would appreciate some responsibility of being a good neighbour

**Collaborate:** so we need figure out a way to deal with the tree that overhangs between our property, we can continue to have a great neighbourly relationship.