![Quantum Connections™ — Connecting Beyond Difference]
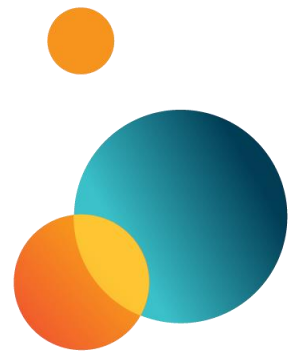
Safe Conversation Dialogue Workshop

v5 SEP24

TRAINING D

We want to remind you of something…

You may have forgotten…

You are WONDERFUL.

We are WONDERFUL.

Why You're Here

TRAINING DECK

What made you sign up?
For Today's Workshop

Maybe…

- *"My most important relationships are missing something…"*

- *"I feel disconnected at home or at work…"*

- *"Nobody seems to understand me and what I'm about…"*

- or something else…

…if so, today will likely help.

Quantum Connections

Introductions

TRAINING DECK

Introductions

WHAT is a Safe Conversations' Dialogue Workshop?

- 4-hour interactive conversation with fresh ideas

- Provide proven tools to promote:
  - communication
  - connection
- Harville Hendrix, PhD & Helen LaKelly Hunt, PhD

- Actual practice to adopt these new skills

- Led by team of Safe Conversations'-certified instructors to help guide our discussion

TRAINING DECK

Quantum Connections

Introductions
This Workshop is NOT...

Safe Conversations' Dialogue Workshop is:

- NOT therapy...

- NOT forced oversharing...

- NOT designed to be a four-hour lecture.

! CAUTION
NOT THERAPY

Quantum Connections

Introductions
This Workshop IS...

Safe Conversations' Dialogue Workshop:

- A form of universal *healing*, hiding in plain sight.

- All about adding *transformative* habits.

- Potentially *life-changing*.

This stuff is simply magical!

Unexpected. Unexpectedly simple. Unexpectedly effective.

Honestly, this workshop saved my relationship with my daughter.

Quantum Connections

Introductions

WHO you are and WHY you're here

Take 30 seconds to tell us a little about YOURSELF...

- NAME
- WHERE:
  - current home
- SOMETHING ABOUT YOU:
  - that makes you unique
- WHY:
  - you signed up for the
    Safe Conversations' Dialogue Workshop.

TRAINING DECK

000 • Quantum Connections

Safe Conversations' Dialogue Workshop

PART ONE

TRAINING DECK

1. The Challenge

2. A Journey

3. What To Do

The Challenge

TRAINING DECK

The Challenge

Working against connection…

Granted,

- Feelings of disconnection and separation affect us all…
- Nobody feels wonderful all the time.

Unfortunately,

- Brains focus on *our* differences
- Egos focus on *our*selves
- Monologues govern *our* language
- Negativity floods *our* communications
- Polarization points *our* interactions

TRAINING DECK

The Challenge

Impact of disconnection...

- ...all leads up to some of the highest levels of social disconnection and widespread disengagement ever recorded.
  https://www.hhs.gov/sites/default/files/surgeon-general-social-connection-advisory.pdf

- Our epidemic.

- The hazards are emotional *and* physical.

- You are not alone.

"Loneliness is far more than just a bad feeling—it harms both individual and societal health. It is associated with a greater risk of cardiovascular disease, dementia, stroke, depression, anxiety, and premature death. The mortality impact of being socially disconnected is similar to that caused by smoking up to 15 cigarettes a day, and even greater than that associated with obesity and physical inactivity. And the harmful consequences of a society that lacks social connection can be felt in our schools, workplaces, and civic organizations, where performance, productivity, and engagement are diminished."

*-US Surgeon General's Advisory Report (2023)*

Quantum Connections

The Challenge
Connection Cycle

- Born into connected universe
  - Quantum understanding*
  - Human entanglement*
- Disconnection follows
- Seek reconnection
- Pattern repeated continuously throughout life

Aspalter, C. (2024, 5 17). Human Quantum Mechanics and Human Entanglement Theory: A New Paradigm for Social Sciences and Beyond. Social Development Issues 46(2) doi: 10.3998/sdi.5983
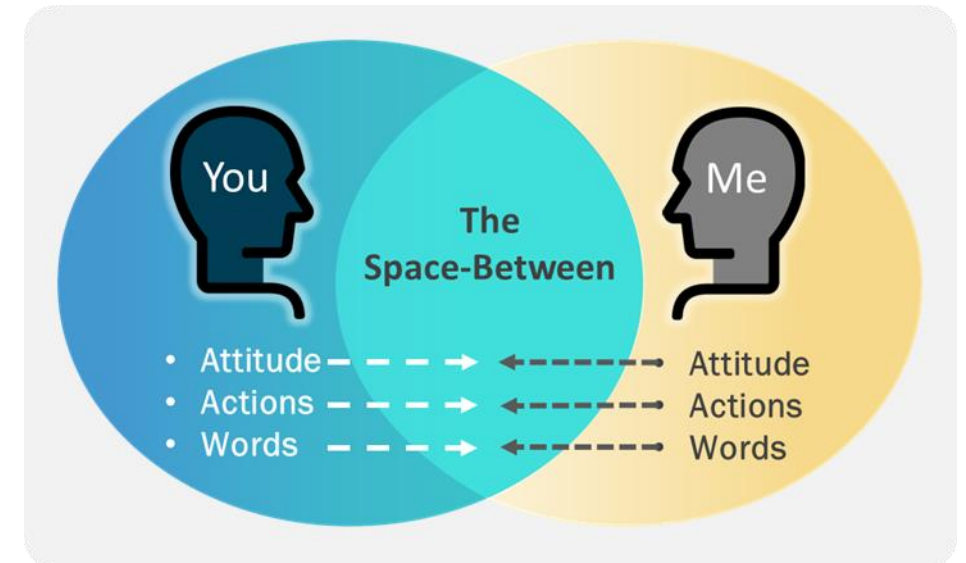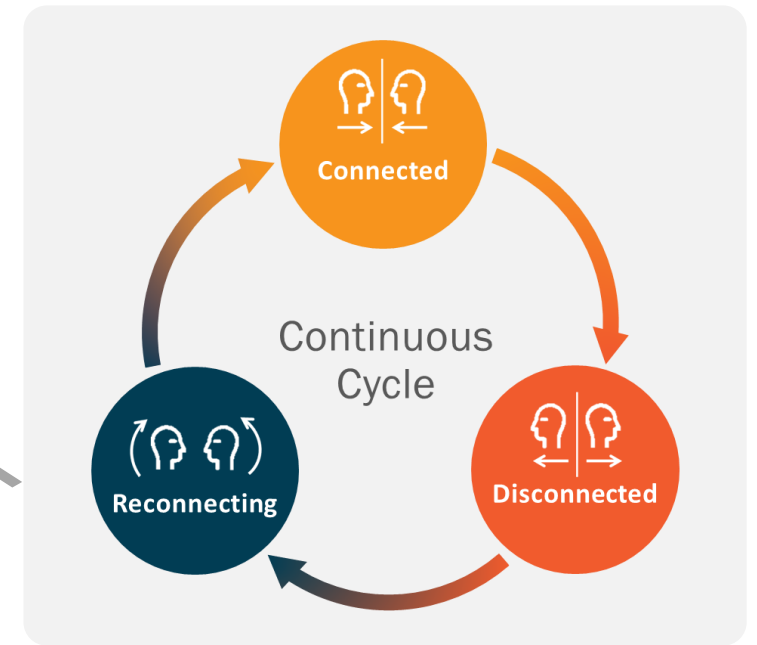
Connected

Disconnected

Reconnecting

Continuous Cycle

TRAINING

Quantum Connections
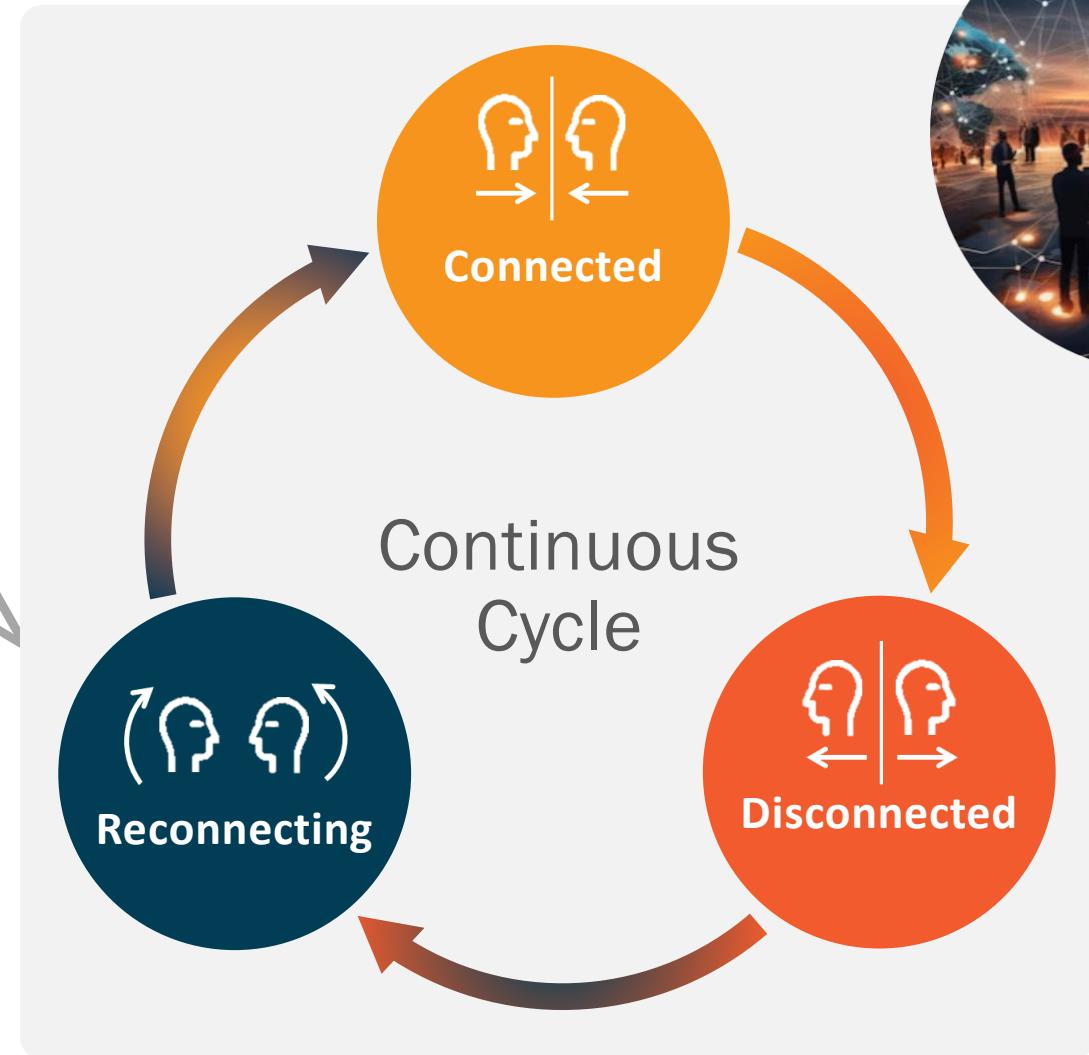
The Challenge

Our Shared Reality

- Pattern repeated in life

- People seek connection
  - One of our *deepest desires**
  - Losing connection: one of our *greatest fears**

- Affects relationships

- Space-Between

- Still Face research

*Allen, K. A., Kern, M. L., Rozek, C. S., McInereney, D., & Slavich, G. M. (2021). Belonging: A Review of Conceptual Issues, an Integrative Framework, and Directions for Future Research. *Australian journal of psychology*, 73(1), 87–102. https://doi.org/10.1080/00049530.2021.1883409

TRAINING DECK

Connected · Disconnected · Reconnecting — Continuous Cycle

You · Me — The Space-Between
- Attitude
- Actions
- Words

Quantum Connections

The Challenge

Still Face Research

- 3min. video

- Dr. E. Tronick,
  Dir., Child Development Unit,
  Harvard Univ.

- Be on the lookout for the baby's needs and reactions?

YouTube. (2016, March 25). Still face experiment Dr Edward Tronick. YouTube.
https://www.youtube.com/watch?v=YTTSXc6sARg

A Journey

TRAINING DECK

A Journey

Our Goal for the SC Dialogue Workshop

- Not ONLY to install more dialogue...

- But, install dialogue within a psychologically-safe space...

- And, coach use of tools to maintain psychological safety and promote relational competency over time

The Space-Between

Affirmations Zero Negativity Awareness Structured Dialogue

OVER TIME

RELATIONAL COMPETENCY

Quantum Connections
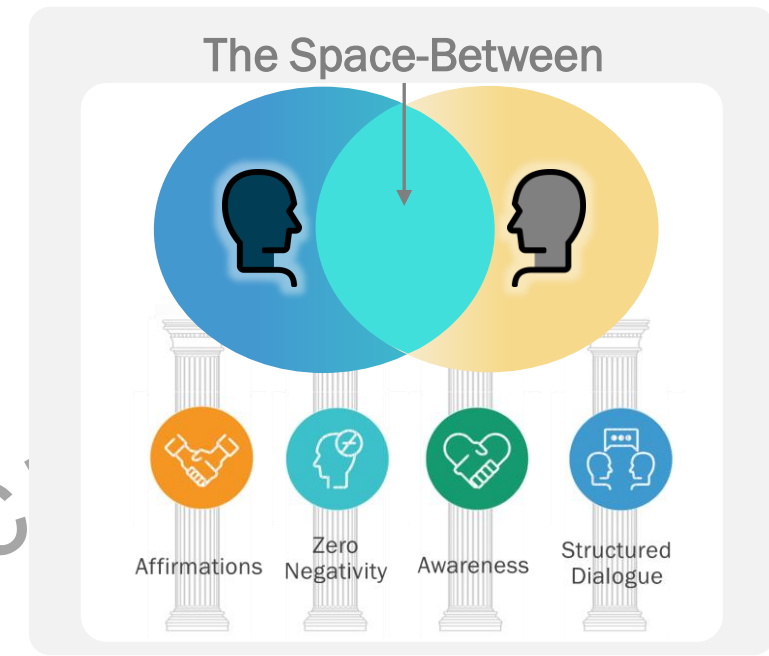
A Journey
Our Goal for the SC Dialogue Workshop

A journey to discover...

- A better relationship
- Or a new relationship
- Or even a connection
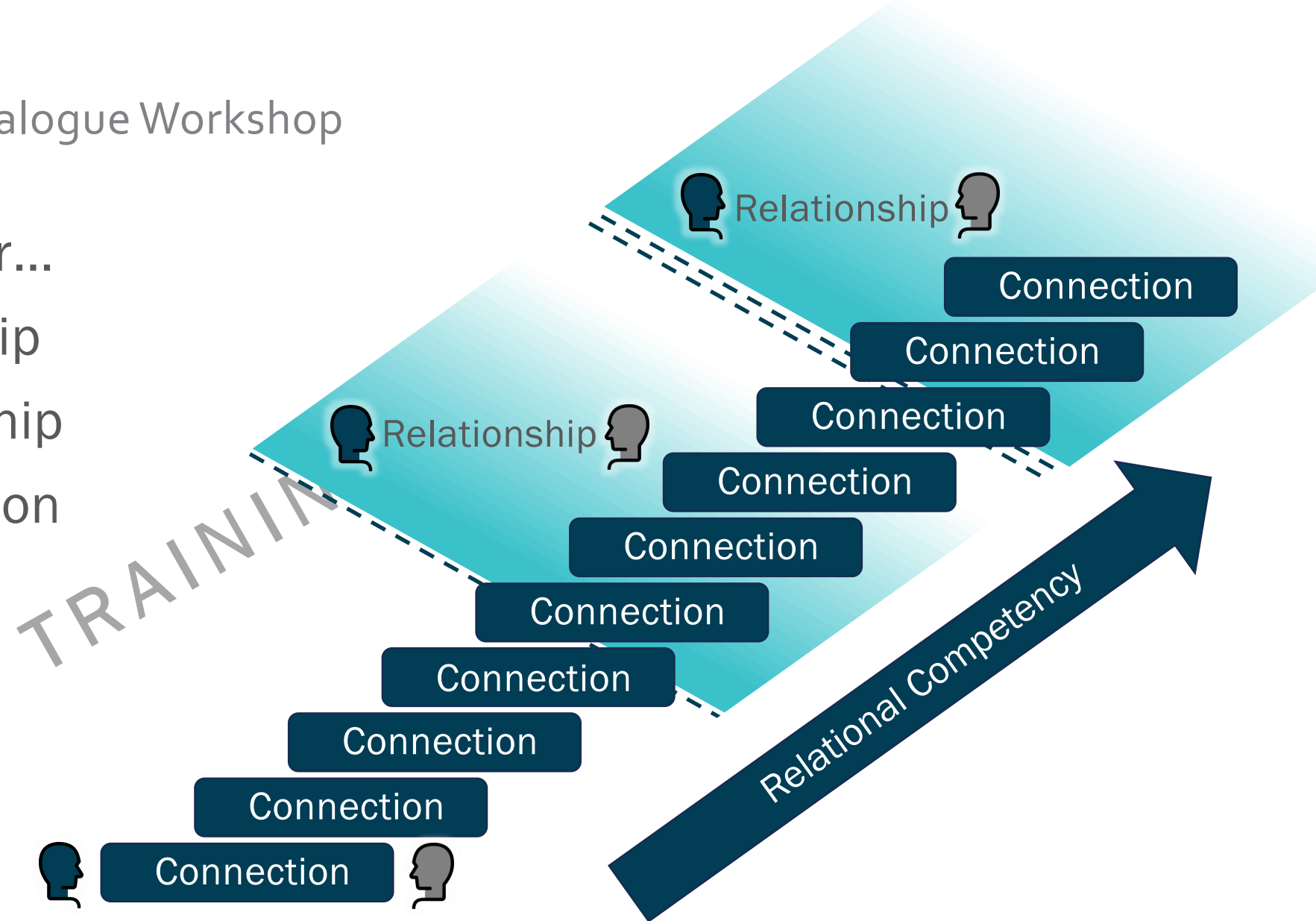
What To Do

TRAINING DECK

What To Do
To improve connection and relationship...

1. Identify psychological safety

2. Use Safe Conversations' Tools

3. Pay attention to the Space-Between

What To Do

1. Identify Psychological Safety

- Define: Psychological Safety

Psychological Safety

-Shared belief held by people that it's 'OK' to be themselves, to express their thoughts and ideas, to speak up with questions and concerns, to take risks, to make and admit mistakes, to learn from each other and to freely forgive each other.

What more would you add?

What To Do

2. Using Safe Conversations Tools

Equip Your Toolbelt

• Affirmations

• Zero Negativity

• Awareness

• Structured Dialogue

TRAINING

Affirmations

Affirming the value of the "*being*" and "*doing*" of another.

Share **Appreciations**

Invite **Connection**

Offer **Support**

Create **Fun**

Zero Negativity

Avoid
shame, blame, criticism

Convert
frustrations into wishes

Repair
to restore connection

Care for the **Space-Between**

Awareness

Shift from judgment to curiosity and empathy.

Past **challenges** → create unmet needs, → impacting current behaviors, → and coping methods.

Structured Dialogue

Structure provides safety and creates connection.

"I hear you."   "You make sense."   "I can imagine how you might feel."

Quantum Connections™

What To Do

3. Pay attention to Space-Between

- Caring for Space-Between

- Dialogue is flexible

  - More casual: Dialogue sentence stems

  - More formal: Structured Dialogue

SUBTLE BUT REAL

LOOK FOR IT & PAY ATTENTION

ENERGY FIELD INFLUENCED BY:
- ATTITUDES
- ACTIONS
- WORDS

FOR BETTER & WORSE

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Quantum Connections

Let's Jump In!

TRAINING DECK
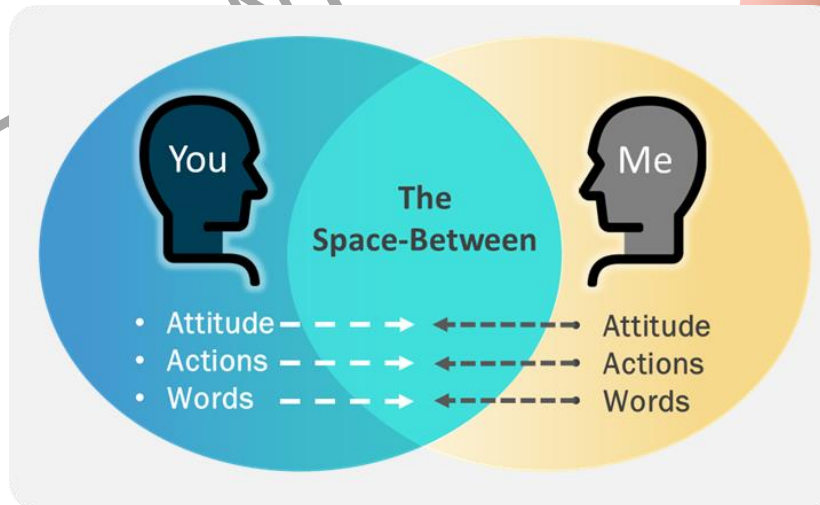
Share & Mirror
Key Safe Conversations' Skills

- Core skill used throughout Safe Conversations Toolbox

- Get you into action!

- Begins using the tools

- Create new habits by exercising new muscles with consistent practice

Affirmations
Affirming the value of the "*being*" and "*doing*" of another.

- Share **Appreciations**
- Offer **Support**
- Invite **Connection**
- Create **Fun**

Zero Negativity
Avoid shame, blame, criticism

Convert frustrations into wishes

Repair to restore connection

Care for the Space-Between

Awareness
Shift from judgment to curiosity and empathy.

Past challenges → create unmet needs, → impacting current behaviors, → and coping methods.

Structured Dialogue
Structure provides safety and creates connection.

"I hear you."   "You make sense."   "I can imagine how you might feel."

STRUCTURED DIALOGUE
1. MAKE APPT.
2. SHARE & MIRROR
3. SUMMARIZE
4. VALIDATE
5. EMPATHIZE
6. CLOSE

TRAINING D

Quantum Connections

Sharing

First Half...

Communicating with another person:

- Details & information

- Sentiments & feelings

- Clear or unclear

- Appreciations, affirmations, frustrations, challenges

- Goal of sharing

  - Promote a clear, honest dialogue
  - Sharing WITH; not talking AT

Monologue ✕

- One way, vertical

- 'Talking at,' not 'Sharing with'

- Creates inequality & anxiety

Dialogue ✓

- One talks, the other listens

- Each person has a turn to share

- Creates equality and connection

TRAINING DECK

Mirroring
...Second Half

- Careful listening to others
  - Not simply echoing
- Repeating a person's words back to them
  - Information (Clarity)
  - Sentiment (Understanding)
- Three (3) sentence stems help frame your response
  - Takes listening to higher level
  - Drives more balanced thinking and consideration

TRAINING DECK

Quantum Connections

Mirroring
Sentence Stems

(Comes in response to something shared with you)

"Let me see if I've got it. You said..."
- Mirrors what you hear; tests your listening
- 2 Options: word-for-word or paraphrase
- Avoid commentary, judgment, or criticism

"Did I get it?"
- Check for accuracy

"Is there more about that?"
- Show curiosity
- Invites depth of understanding

❓ Can I just use my own version of these words?

❗ *Mirroring within a dialogue...*
- Impromptu & A la Carte
- Within a Structured Conversation
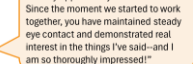
Sometimes you get more...
- ...and sometimes you don't.

Quantum Connections

Demonstration: Share & Mirror

❓ *Can I get a volunteer?*

You'll share… *["I really appreciate your warm smile. Since the moment we started to work together, you have maintained steady eye contact and demonstrated real interest in the things I've said—and I am so thoroughly impressed!"]* …and I'll mirror back.

"Let me see if I've got it. You said…"
- Mirrors what you hear; tests your listening
- 2 Options: word-for-word or paraphrase
- Avoid commentary, questions, or criticism

"Did I get it?
- Check for accuracy

"Is there more about that?"
- Show curiosity
- Invites depth of understanding

YOU SAY:

"I really appreciate that you try to include everyone in the discussion. I wasn't expecting to participate and 'come off of mute' so much today, but you've really made me feel a part of the discussion."

TRAINING DECK

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Quantum Connections

Exercise: Mirroring Sentence Stems

- *"Let me see if I've got it. You said..."*
- *"Did I get it?*
- *"Is there more about that?"*

- Practice Mirroring Sentence Stems
- Circulate through the room and ask you to mirror the following statements I'll make...

1 So frustrating! I can't believe that your brother backed out on us at the last minute! Now we'll have to cancel or find a babysitter at the last minute! He did it to us again!

2 I don't understand this place! It doesn't seem like the company is ever willing to spend money on programs that expand our skills and improve our promotability!

3 I love that they finally gave her a chance to lead a team; she was always showing that she was capable, but I guess the timing was never right before hand. Just goes to show you that if you keep your head down and work hard, good things will eventually come your way.

4 I don't ever feel like you want to hear my side of the story. It almost seems like you don't care about my feelings, because you never ask me how all of these little comments impact me!

5 It never ceases to amaze me; the same people from the same families keep on getting picked to help as greeters and help with usher duties, and we seem to always get stuck on parking patrol and the trash detail!

6 What gives?! Why is it that the other soccer parents never seem to offer to ride share with us; don't they know how far our drive is? Do they even want our daughter on this team?

Quantum Connections

Practice 1: Share & Mirror Breakout
Role Play: Sender & Receiver

- Head into Zoom Breakout Rooms in pairs (webshop) or grab a partner (workshop)

- Give your partner an appreciation about a trait or behavior you've observed

- Add as much depth for each other as you'd like

- 5-8 minutes in each role

  - One turn as Sender

  - One turn as Receiver

Do you have any questions?

- *"Let me see if I've got it. You said…"*
- *"Did I get it?*
- *"Is there more about that?"*

I wanted to share that something I appreciate is how engaged and enthusiastic you have been since the beginning of today's workshop!

Sender
If I got that, you said… Did I get it? Is there more? M
Receiver

I'd like to share… This makes me feel… And it reminds me of a time in the past…
Sender
If I got that, you said… Did I get it? Is there more? M
Receiver

Quantum Connections

Discussion

TRAINING DECK

We'll take a

Short Break

TRAINING DECK

Safe Conversations' Dialogue Workshop

PART TWO
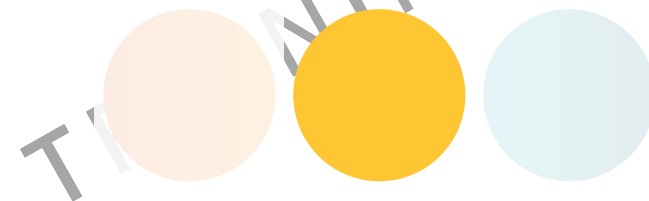
1. Identify Psychological Safety
2. Use SC Tools
3. Focus Dialogue in Space-Between

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Identify Psychological Safety

Identify Psychological Safety
How to spot it

Psychological Safety

"Shared belief held by people that it's 'OK' to be themselves, to express their thoughts and ideas, to speak up with questions and concerns, to take risks, to make and admit mistakes, to learn from each other and to freely forgive each other."

A. Emotional Intelligence

B. Negativity Bias

C. Objection to Difference

D. Accountability

E. Brain Function

Identify Psychological Safety

Emotional Intelligence (EQ)

MODEL ONE

MODEL TWO

BEYOND YOU

INSIDE YOU

AWARENESS   CONTROL
AWARENESS   CONTROL

- Access to a superpower

- EQ can be learned & expanded

- Higher EQ boosts*:

  - Relational competency

  - Professional opportunity

  - Health, humor, & happiness

*https://hbr.org/2013/05/can-you-really-improve-your-em

Quantum Connections™

Identify Psychological Safety

Negativity Bias

- Negativity Bias rooted in ALL OF US; primitive human survival

- Brain's naturally fear difference DIFFERENT = UNSAFE

This objection creates ANXIETY

- Unable to listen, be curious or empathic, we put up walls

- Objection to difference is source of all conflict

- Wonder & curiosity are the antidotes

Quantum Connections

Difference is a natural phenomenon

light — dark	moist — arid	brassy — timid	social — asocial	mean — nice
liberal — conservative	indifferent — particular	smart — unwise	sanguine — choleric	juvenile — mature
facts — feelings	talkative — taciturn	selfish — generous	dry — wet	serious — silly
pack — loner	older — younger	daytime — nighttime	smooth — rough	asleep — awake
sunlight — shade	tolerant — intolerant	hot — cold	adept — clumsy	perceptive — oblivious
shallow — deep	visual — auditory	adept — clumsy	oblivious — self-aware	judgmental — accepting
hunter — gatherer	clever — dull	flora — fauna	principled — immoral	principled — polite
contentious — amiable	poor — rich	principled — immoral	blonde — brunette	offensive — defensive
fit — unhealthy	considerate — rude	hairy — bald	brave — cowardly	shiny — dull
novice — expert	unicellular — multicellular	passive — aggressive	extrovert — introvert	kind — cruel

TRAINING DECK

Quantum Connections

Identify Psychological Safety
Objection to Difference

passive

aggressive

OR
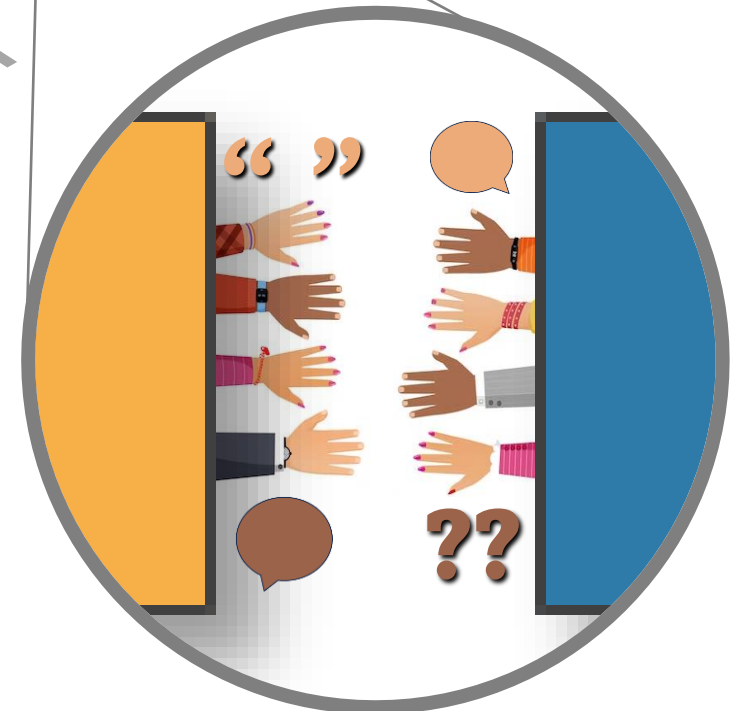
Identify Psychological Safety

How we deal with difference drives everything.

DIFFERENCE FUELS DISAGREEMENT and CONFLICT

OR

DIFFERENCE POWERS CURIOSITY and CONVERSATION

Identify Psychological Safety

Accountability & brain function

- Add accountability

- Brain function

- Project Aristotle (2012)

Optimizing Performance

Project Aristotle (2012)

- Over 2 years; 180 Teams
  200 interviews; 250 attributes

5. Impact

4. Meaning

3. Structure & Clarity

2. Dependability

1. Psychological Safety

Upper Brain

Reflective: thinking, creating, evaluating, deciding

Lower Brain

Reactive: instinctive, involuntary, instantaneous

Quantum Connections

Use SC Tools

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Use SC Tools

Your go-anywhere toolbelt

Affirmations

Affirming the value of the "*being*" and "*doing*" of another.

Share **Appreciations**

Invite **Connection**

Offer **Support**

Create **Fun**

Zero Negativity

Avoid shame, blame, criticism

Convert frustrations into wishes

Repair to restore connection

Care for the **Space-Between**

Awareness

Shift from judgment to curiosity and empathy.

Past **challenges** → *create unmet* **needs,** → *impacting current* **behaviors,** → *and coping* **methods.**

Structured Dialogue

Structure provides safety and creates connection.

"I hear you."

"You make sense."

"I can imagine how you might feel."

Affirmations

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Affirmations
What Are They?

Collection of positive expressions and behaviors that:
- Promote ideal image of self and one's unique value
- Challenge negative thoughts & reduces anxiety
- Build determination & resolve

Supplied internally:
- Self-affirmations boost confidence
- Assert self-worth & value
- Accept oneself as is

Supplied externally:
- Affirmations from others build self-confidence
- Others' thoughts and opinions help validate
- Creates connections & forms relationships

AFFIRMATIONS TO/FROM OTHERS

You

SELF-AFFIRMATIONS

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Quantum Connections
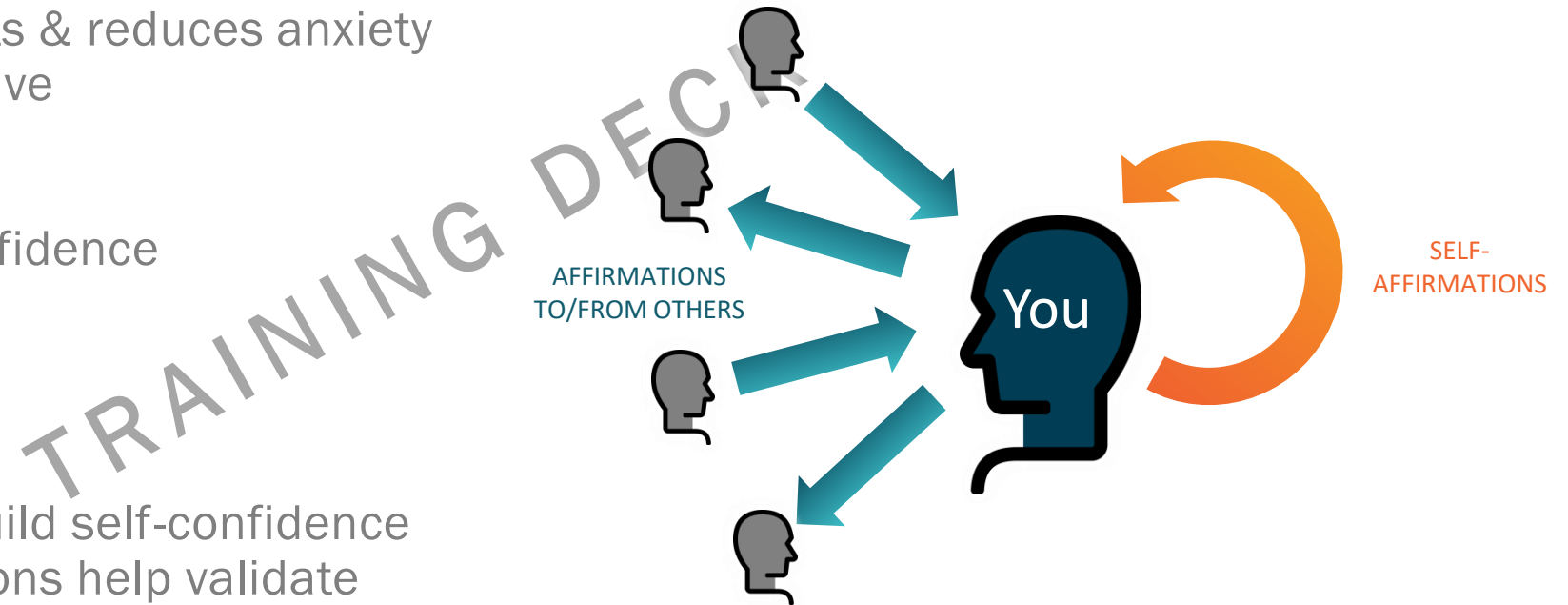
Affirmations

The Affirmation Toolbox

SHARE
Appreciation

OFFER
Support

INVITE
Connection

CREATE
Fun

Quantum Connections

Affirmations
Why Our Brains Need Them

Brains develop biases
- Mental shortcuts product of evolution
- Bias for survival and safety (fight/flight/freeze)
- Bias for minimal energy spent
- Bias to avoid analysis

Brains hurry to hasty judgment
- Jumping to conclusions
- Catastrophizing (often without justification)
- Underestimate our own abilities

Affirmations
- create enhanced self-esteem and confidence
- restore positive pathways in brain (neuroplasticity)
- protecting self-identity and core values

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Affirmations
The Overall Effects

Physiologically, affirmations...
- Drive healthier response
- Elevate brain function to upper brain
- Consider self-worth and core values
- Calm the body, reduce stress
- Make repeat positive thoughts easier

Emotionally, affirmations...
- Calm the mind, promote curiosity
- Improve confidence in abilities
- Promote greater self-esteem
- Foster greater psychological safety

TRAINING DECK

Upper Brain

Lower Brain

Quantum Connections

Practice 2: Affirmations
Invitation Round Robin

- Head into Zoom Breakout Rooms in pairs (webshop) or grab a partner (workshop)

- Invite your partner to either CONNECT with you one day this week for some dedicated time to catch up

- Or, invite your partner to JOIN you for a FUN activity one day this week

- Improvise and add depth, if necessary

- Spend 2-3 minutes in each role

  - One turn as Sender

  - One turn as Receiver

❓ Do you have any questions?

SHARE Appreciation

OFFER Support

INVITE Connection

CREATE Fun

The Affirmation Toolbox

Quantum Connections

Zero Negativity

TRAINING DECK

Zero Negativity Begins with...

A conscious decision to...

Affirmations   Zero Negativity   Awareness   Structured Dialogue

1. **AVOID** put-downs (shame/blame/criticism)
2. **REPLACE** with Affirmations or positivity
3. **REFRAME** frustrations into wishes into solutions
4. **REPAIR:** Use the Safe Conversations Repair Process when negativity occurs

1. AVOID

All forms of shame, blame, & criticism

SHAME

Wow! I didn't know your writing skills were so bad.

BLAME

"Thanks to you, we lost that client."

CRITICISM

"You're a terrible communicator..."

Not just WHAT you say; also HOW you say it.

2. REPLACE
Affirmations & the Space-Between

- Negativity can be a habit

- Healthy Relationships Require Safety

- Affirmations: 1 of 4 Safe Conversations tools used to care for Space-Between
  - Antidote to Negativity
  - Focus on good; fills Space-Between with positive, safe energy
  - With safety in Space-Between, connection is possible

TRAINING DECK
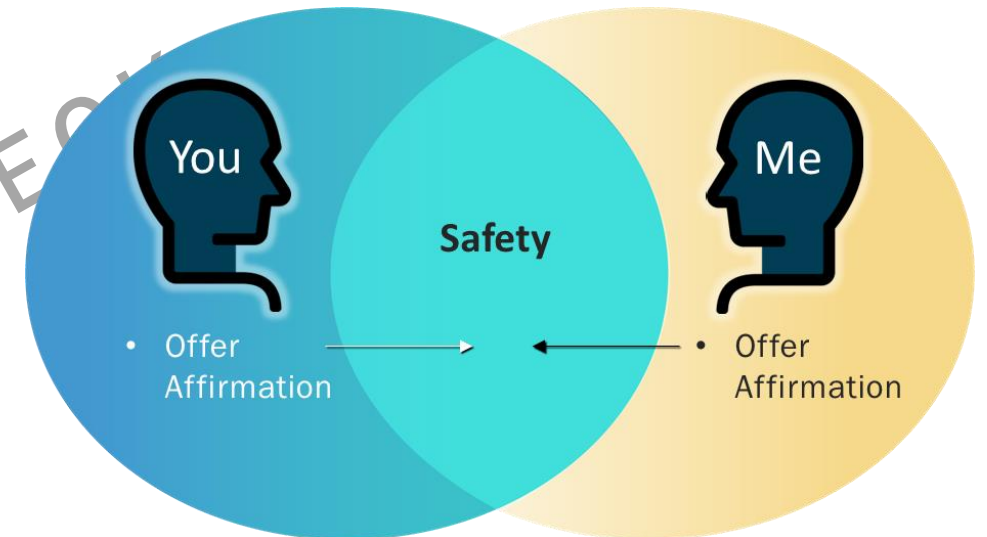
3. REFRAME
Frustrations / Challenges / Concerns

- Reframe frustrations into wishes or requests that point towards possible solutions

- Use "I" language *("I experience, I feel")*
  - Avoid "*You*" language ("*You did, You never*")

- Describe your experience/feelings
  - Not what they did wrong/what you dislike

- Avoid Put-Downs

- Practice Curiosity

4. REPAIR
Safe Conversations Repair Process

A. CREATE signal (hand gesture or word) anyone can use who experiences negativity

B. USE signal whenever someone does or says something that makes you feel put-down

C. COMPLETE repair activity

TRAINING DECK

4. REPAIR
Potential Repair Activities

C. COMPLETE repair activity.

Sender Re-Do	Receiver Model	Offer Connecting Behavior	Structured Dialogue	Create Your Own Activity

Practice 3: Zero Negativity
Reversing Negativity

- Head into Zoom Breakout Rooms in pairs (webshop) or grab a partner (workshop)

- Take a scenario that would frustrates you (unpaid/ late bill, late to work, raising teen-ager, forgetting important date, etc.)

- Role play that it was your practice partner's fault in this case that put you in that situation

- Practice having Sender (who is frustrated) express their feelings to Receiver without shame, blame, or criticism using curiosity & empathy.

- Improvise and add depth, if necessary

- Spend 2-3 minutes in each role; One turn as Sender, One turn as Receiver
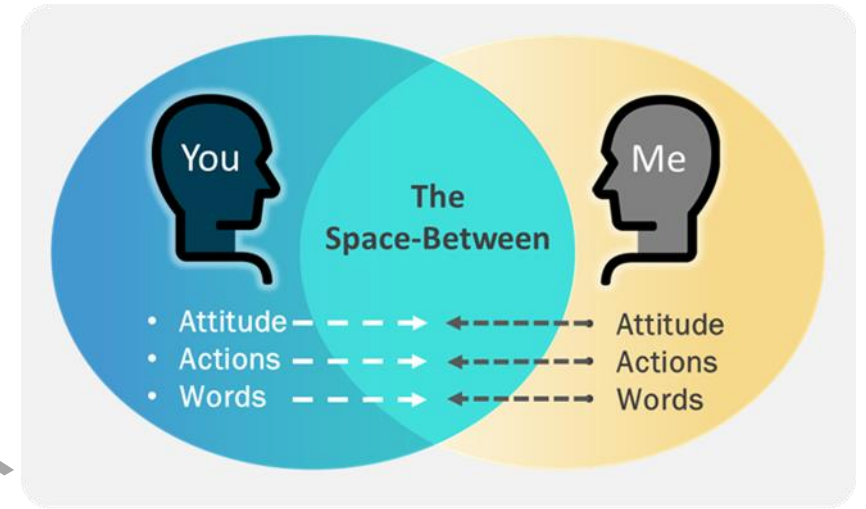
❓ Do you have any questions?

Awareness

TRAINING DECK

Awareness Model
Moving past judgment

MAXIMIZER+

COPING STRATEGIES

STRESS ANXIETY WORRY

Past Challenges

Current Needs

STRESS ANXIETY WORRY

+MAXIMIZER

COPING STRATEGIES

minimizer-

-minimizer

DRIVEN BY
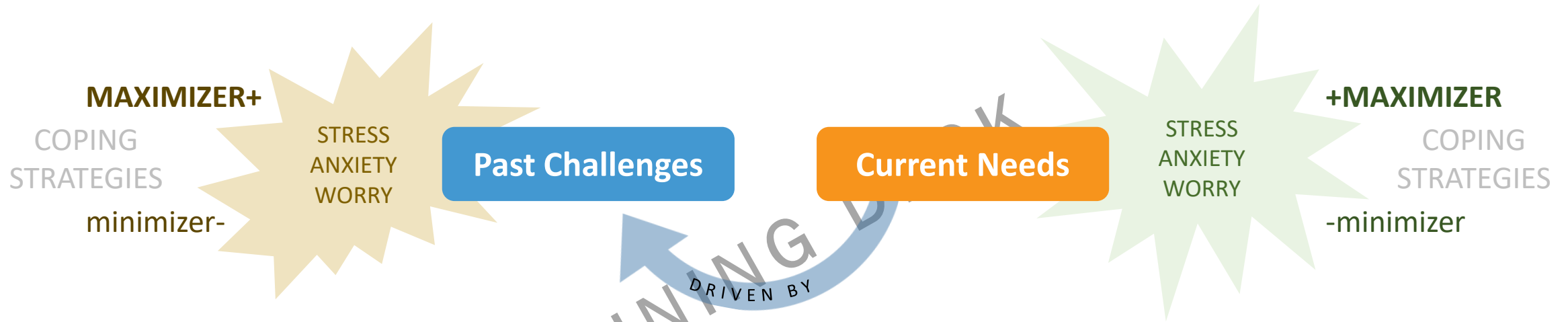
- Coping strategies create behaviors that can be hard to understand to others
- Understanding this may help us act differently
- Helps shift from Judgement to Curiosity to Empathy

Why do you think having a model like this would help you?

Current Needs
Wide range of relational needs

- Relational needs vs. 'other'
- Many different kinds
- Discovery relies on self-awareness
- Some displayed openly, some not
- Some met, some unmet

Maslow's hierarchy of needs

1. Meaning
2. Sense of self
3. Sense of achievement
4. Emotional connection
5. Community connection
6. Attention
7. Volition
8. Privacy
9. Security

EMOTIONAL NEEDS

Current Needs

DISPLAYED OPENLY	NOT DISPLAYED OPENLY

Current Needs

NEEDS MET

NEEDS UNMET

STRESS ANXIETY WORRY

Quantum Connections

Past Challenges
Wide range of challenges

- Relational challenges vs. 'other'

- Interacting with others is integral to society

- Range of relational challenges

  - Control

  - Support

  - Empathy

  - Recognition

  - Respect

- Some relational challenges are products of current relationships; some come from prior experiences
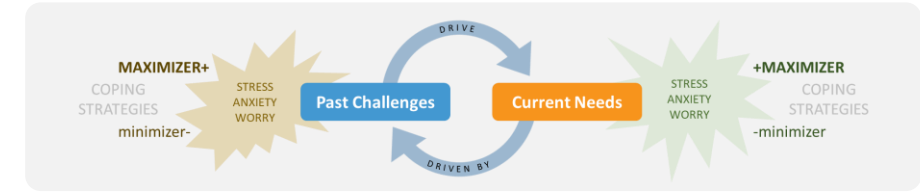
1. Financial issues
2. Work challenges
3. Poor Planning
4. Relational challenges
5. Work/life imbalance
6. Insufficient training
7. Lack of motivation
8. Career challenges
9. Poor health

PERSONAL CHALLENGES

Past Challenges

| SOURCED FROM CURRENT RELATIONSHIPS | SOURCED PRIOR TO CURRENT RELATIONSHIPS |

TRAINING DECK

Coping Strategies

+MAXIMIZERS
("Hailstorms")
Amplify Energy UP ⬆

MAXIMIZER+
COPING STRATEGIES
minimizer-

STRESS ANXIETY WORRY

Past Challenges

DRIVE

Current Needs

DRIVEN BY

STRESS ANXIETY WORRY

+MAXIMIZER
COPING STRATEGIES
-minimizer

-minimizers
("Turtles")
Limit Energy DOWN ⬇

Upper Brain 🦉
Reflective: thinking, evaluating, deciding

Lower Brain
Reacting: instinctive, involuntary, instantaneous

Identifying Coping Strategies

Which do you exhibit most often?

+MAXIMIZER ("Hailstorm")	-minimizer ("Turtle")
When I get stressed, I tend to:	When I get stressed, I tend to:
• Express myself with passion and energy	• Tighten up inside and do not verbalize my emotions to others
• Restate message & repeat myself	• Adopt an "I'll take care of myself/I don't need anyone else" attitude
• Interrupt others	
• Feel an intense need for reactions & responses from others	• Express very few, if any, needs and exclude others from my personal space
• Attach many other needs to this one	• Listen poorly and recede internally in an attempt to figure things out by myself
• Focus on myself & listen poorly to others	
• Adopt a victim stance & lobby for attention	• Disconnect and remove myself from my relationships without explanation

TRAINING DECK

Quantum Connections

Practice 4: Awareness
Empathy Mapping

- Head into Zoom Breakout Rooms in pairs (webshop) or grab a partner (workshop)

- Take a relationship scenario that would frustrate you (annoying habit, lack of interest in hobby, lack of understanding, spending/saving problem, helping around house, forgetting important date, etc.)

- Work together, use your empathy, and map out:

  - What other person might be thinking, feeling, saying, or doing about this situation?

  - What unmet need other person may be trying to address?

  - What curiosity question might help introduce the issue to the other person?

- Spend 2-3 minutes on each map; Help each other with each map

? Do you have any questions?

Quantum Connections

Structured Dialogue

Six Steps

Each Structured Dialogue follows a pattern

STRUCTURED DIALOGUE

1. MAKE APPT.
2. SHARE & MIRROR
3. SUMMARIZE
4. VALIDATE
5. EMPATHIZE
6. CLOSE

Quantum Connections

1. Make Appointment

STRUCTURED DIALOGUE
① MAKE APPT.
② SHARE & MIRROR
③ SUMMARIZE
④ VALIDATE
⑤ EMPATHIZE
⑥ CLOSE

- Time is the ultimate commodity
- Wasting time insults our priorities
- Check to see if now or later is acceptable time to talk

Examples:

- "Would now be a good time to chat about something?"

- "I've got something I'd like to share with you–is there a good time?"

- "Do you have a second for something that's been on my mind?"

- "Got a sec?" or "Is now a good time?"

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Quantum Connections

2. Share & Mirror

Sharing:
- Greater range of objective & subjective messages
- Increases with safety & trust

Mirroring:
- Enables active listening (over just hearing)
- Improves accuracy & introduces curiosity
- Minimizes missed details
- Provides on-ramp to validation & empathy

STRUCTURED DIALOGUE

① MAKE APPT.

② **SHARE & MIRROR**

③ SUMMARIZE

④ VALIDATE

⑤ EMPATHIZE

⑥ CLOSE

"Let me see if I've got it. You said..." to mirror and learn depth

"Did I get it? to check for accuracy

"Is there more about it?" to show curiosity

Quantum Connections

3. Summarize

STRUCTURED DIALOGUE
① MAKE APPT.
② SHARE & MIRROR
③. SUMMARIZE
④ VALIDATE
⑤ EMPATHIZE
⑥. CLOSE

Receiver summarizes the sender's message

- *"Let me see if I've got it all"*

- *"You shared..."*

- *"This makes you feel..."*

- *"And it reminds you of a time in the past..."*

Receiver checks for accuracy

- *"Did I get it all?*

Sender confirms accuracy or clarifies what was missed

4. Validate

What does it mean and why is it so important?

- To learn, understand, and accept another person's emotional experience—without agreeing with it or evaluating it to be right, wrong, or appropriate

- Thoughts and actions fit when based on their point of view and experience

- *"I'm seeing the way you are seeing the world, and for all of those things,* *it makes sense"*

- Validation promotes self-esteem, confidence, and psychological safety and strengthens the way team members work together

Quantum Connections

5. Empathize
What does it mean and why is it so important?

- Placing yourself into the emotions of others
- NOT claiming to know how others feel based on your experience
- Works in positive and negative situations
- Effective empathy results from depth of info shared leading up
- Helps team strengthen:
  - Communication
  - Trust
  - Understanding
  - Engagement

TRAINING DECK

6. Close

5. Empathize

4. Validate

3. Summarize

2. Share & Mirror

1. Make Appt.

Quantum Connections

6. Close

STRUCTURED DIALOGUE
① MAKE APPT.
② SHARE & MIRROR
③ SUMMARIZE
④ VALIDATE
⑤ EMPATHIZE
6. CLOSE

Receiver

"Thank you for sharing."

Sender

"Thank you for listening."

Often finishing with a smile, handshake, high five, shoulder pat, fist bump, or some other appropriate signal or gesture is common.

Focus Dialogue in Space-Between

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How To Do It

3. Focus Dialogue in the Space Between

A. Depth of Understanding

B. Dialogue Grid

C. Sender & Receiver Tips

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Focus Dialogue
Depth of Understanding

- Layers of Mirroring adds depth
- Sometimes you get a lot
- Sometimes you get none
- Both outcomes are productive

? Why are both outcomes productive?

Focus Dialogue
Dialogue Grid

STRUCTURED DIALOGUE	APPRECIATION DIALOGUE	AFFIRMATION DIALOGUE	FRUSTRATION DIALOGUE	PAST CHALLENGE DIALOGUE
1. MAKE APPT.	• MAKE APPT.	• MAKE APPT.	• MAKE APPT.	• MAKE APPT.
2. SHARE & MIRROR	• GIVE **APPRECIATION** (M) • SHARE FEELING/IMPACT (M) • SHARE PAST EXPER./ HISTORY (M)	• GIVE APPRECIATION (M) • SHARE **AFFIRMATION** (M) • SHARE PAST EXPER./ HISTORY (M)	• GIVE APPRECIATION (M) • DESCRIBE **FRUSTRATION** (M) • SHARE FEELING (M) • SHARE PAST EXPER./ HISTORY (M) • DESIRED CHANGE (M)	• GIVE APPRECIATION (M) • SHARE **PAST CHALLENGE** (M) • SHARE FEELING & RESPONSE (M) • SHARE CURRENT NEED (M) • SHARE NEW RESPONSE (M)
3. SUMMARIZE	• SUMMARIZE	• SUMMARIZE — AFFIRM. PAST EXP.	• SUMMARIZE — ALL	• SUMMARIZE — ALL
4. VALIDATE		• VALIDATE — AFFIRM. PAST EXP.	• VALIDATE — ALL	• VALIDATE — ALL
5. EMPATHIZE		• EMPATHIZE — AFFIRM. FEELING	• EMPATHIZE — CHANGE FEELING	• EMPATHIZE
6. CLOSE	• CLOSE APPREC.	• CLOSE AFFIRM.	• CLOSE FRUSTR.	• CLOSE PAST CHAL.

DEPTH

TRAINING DECK

Quantum Connections

Focus Dialogue
Sender & Receiver Tips

SENDER

Your Job:
- Initiate Dialogue Process
- Share information

Responsibilities:
- Use *"I" language: "I feel…"* or *"I want…"*
- Never begin: *"You did…"* or *"You think…"*
- No shame, blame or criticism
- Share succinctly

RECEIVER

Your Job:
- Listen, mirror, validate
- Empathize with Sender

Responsibilities:
- Listen & make eye contact
- Be fully present
- Be open, curious, & non-judgmental
- If you feel overloaded, pause and ask: *"May I mirror what you've said so far?"*

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Practice 5: Dialogue
Concept Challenge!

TRUE	FALSE	
☐	❌	Safe Conversations' Dialogue Workshops are designed to offer universal therapy for all those in disaffected relationships.
☐	❌	People are naturally oriented to seek connections and look past the differences in each other.
✅	☐	The source of all interpersonal conflict is our innate objection to difference that we all carry internally.
☐	❌	The *Share & Mirror* step is considered a failure if the Sender adds nothing more and replies initially to *"Is there more?"* with *"Nope, you got it all."*
☐	❌	Because most people respond to Affirmations in the same way, a best practice is to move in order from *Appreciations* to *Offers of Support*, to *Invitations to Connect*, and finally to *Hosting Fun Events*.
☐	❌	All those who commit to Zero Negativity fully will eventually create Spaces-Between the people in their connections and relationships without the presence of any negativity.

TRUE	FALSE	
☐	❌	The additional value that Structured Dialogues create for connections and relationships is independent of whether or not psychological safety is present.
☐	❌	The four (4) core Safe Conversations' Tools in your new tool belt are Affirmations, Zero Negativity, Psychological Safety, and the Space-Between.
☐	❌	It is up to the Sender to lead off and begin each of the six core steps in the Structured Dialogue conversation.
☐	❌	Mirroring is a powerful and unique skill made up of two (2) dimensions: reflecting a message and checking for the accuracy of the message.
✅	☐	The Connection Cycle is a never-ending loop that illustrates our movement from phases of connection to disconnection and back to seeking connection throughout our lifetimes.
☐	❌	It is important when adding awareness to a connection to first begin considering a person's past challenges when working to understand their current emotional needs.
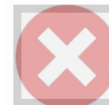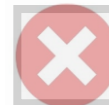
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We'll take a

Short Break

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Safe Conversations' Dialogue Workshop

PART THREE

TRAINING DECK

1. Building Confidence
2. Daily Habits
3. Wrap-up

Building Confidence

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Using Dialogue in Challenging Scenarios

Frustration Dialogue Guide

- Follow Six Core Steps

- Share frustrations, concerns & challenges in way that maintains psychological safety & Zero Negativity

- Frustration is expressed objectively, rather than as personal attack

- Move from negative to constructive mindset, turn frustration into a request toward a solution

Practice: Frustration Dialogue

- Breakout in pairs

- Follow sentence stems; role play details

- 10-15minutes in each role

  - One turn as Sender

  - One turn as Receiver

- Remember to practice Zero Negativity
  - Avoid shame, blame, criticism
  - Focus on your experience & feelings
    - NOT what they're doing wrong
  - Use "I" language
    - "I experienced…"   "I felt…"   "I'm concerned…"
  - Avoid "You" language
    - "You did…"   "You are always…"   "You never…"

Appendix C:
Sharing a Frustration
Dialogue Guide

Frustrations, concerns, challenges, and other difficulties are inevitable in organizations. This Dialogue Guide helps teammates create a safe space to discuss difficult topics in a way that's free of negativity and focused on productive solutions. The prompts listed below will first direct the sender to share an Appreciation (as an initial connecting activity), and then direct the sender to describe the frustration or challenge they're experiencing, followed by their proposed solution, wish, or request.

Note: It's essential to practice Zero Negativity and share your frustration in an objective way. It's highly recommended that you view Appendix E: Dialogue Best Practices before you begin this Dialogue.

Instructions: Follow the prompts exactly as they are listed below.

The person initiating the conversation and sharing the frustration will follow all the **orange bubble** prompts aligned to the left labeled **Sender**.

The person listening, Mirroring, Summarizing, Validating, and Empathizing will follow all the **blue bubble** prompts aligned to the right labeled **Receiver.**

1 - MAKE AN APPOINTMENT

Is now a good time to talk about a Frustration/Challenge I am experiencing, and what I propose as a solution?

Sender

Yes, it is.

Receiver
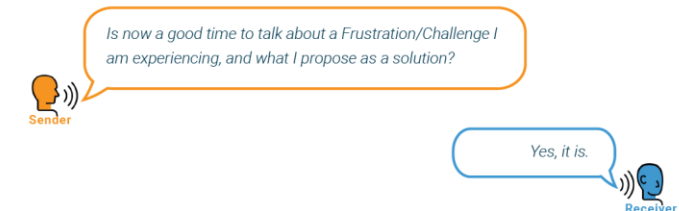
Connect Non-Verbally: Make eye contact and take a breath before beginning the dialogue.

Building Confidence
Role Play: Sharing a Frustration

Discussion

TRAINING DECK

Daily Habits

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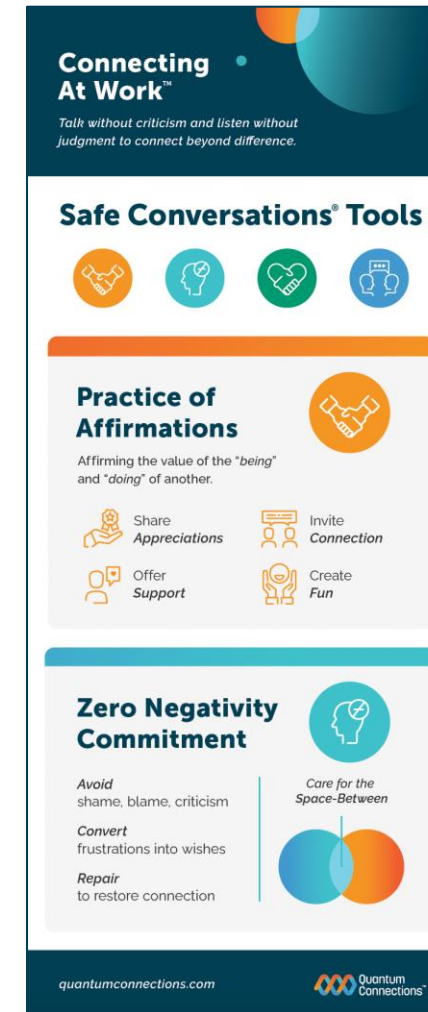
Daily Habits

- Keep practicing your 4 new Safe Conversations' Tools
- New habits begin to form in 21-30 days

Practice of Affirmations | Zero Negativity Commitment | Awareness | Structured Dialogue

Quick Reference Card

Daily Habits
Practice Affirmations Daily

The Affirmation Toolbox

- Goal: Offer one Affirmation Per Day

Share **Appreciations**
"I really appreciate…"

Invite **Connection**
"I would love to find some time to spend with you…"

Offer **Support**
"I'd be happy to help…"

Create **Fun**
"Let's get together to have a little fun…"
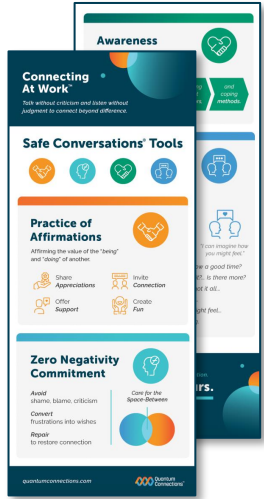
- Ask your teammates how they prefer to be affirmed:
  - Casual Conversation
  - Affirmations Dialogue
  - More casually
  - More formally

Daily Habits

Practice Zero Negativity Daily

Continue to…

1. **AVOID** put-downs (shame/blame/criticism)
2. **REPLACE** with *Affirmations* & positivity
3. **REFRAME** frustrations into wishes into solutions
   - Share Frustrations in objective way that avoids personal attacks
   - Focus on your experience and feelings (instead of what they're doing wrong)
   - Propose solutions
4. **REPAIR** to restore connection
   - Use the Safe Conversations Repair Process when negativity occurs
     - Signal
     - Choose repair activity (re-do, model, connect, dialogue, etc.)

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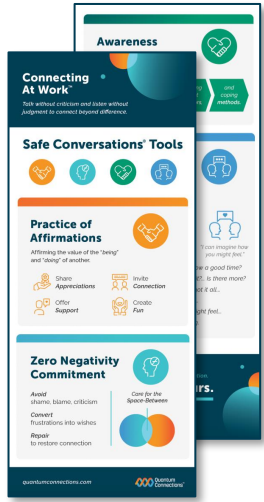
Daily Habits

Practice Awareness Daily

- Past challenges create lingering frustrations and unmet needs that impact present behaviors and coping methods.
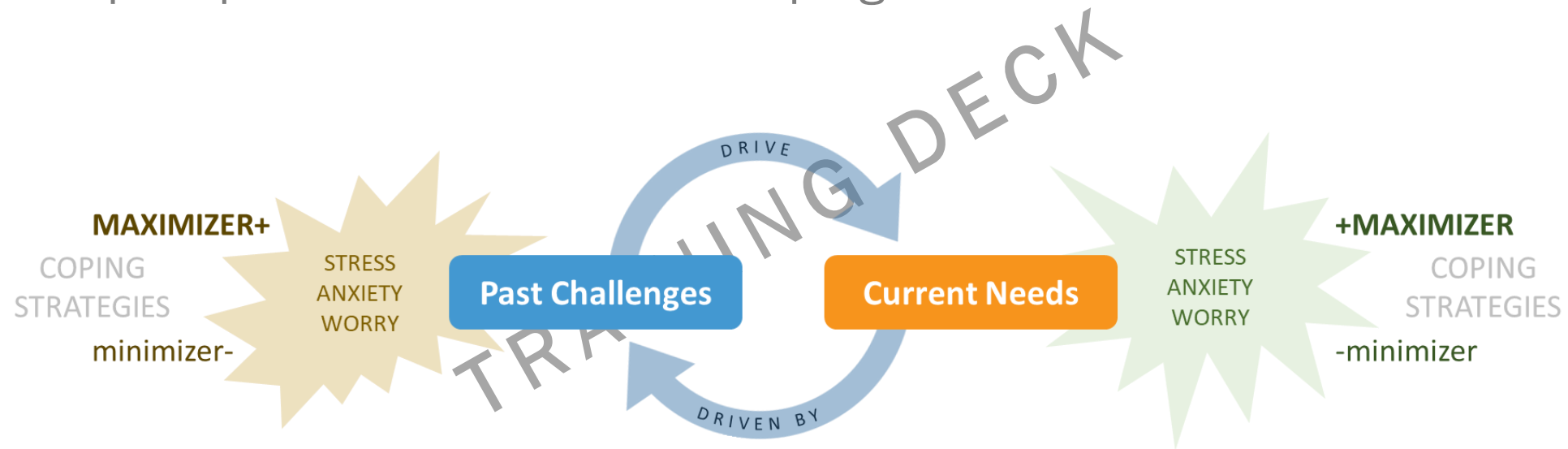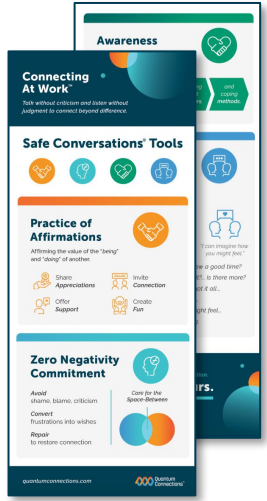
Accepting this fact allows us to...

- Shift from *Judgement* to *Curiosity* to *Empathy*

Daily Habits
Practice Individual Stems Daily

- In casual conversation or a la carte...

Is now a good time?

Anytime you need to have a conversation with someone...
ASK FOR AN APPOINTMENT

MIRROR as much as possible
- Task instructions, Responsibilities, expectations, feedback, concerns or frustrations

If I got that, you said...
Did I get it?
Is there more?

VALIDATE and EMPATHIZE when appropriate
- Can be used after Mirroring or on their own

That makes sense.
What makes sense is...

I imagine you might feel...
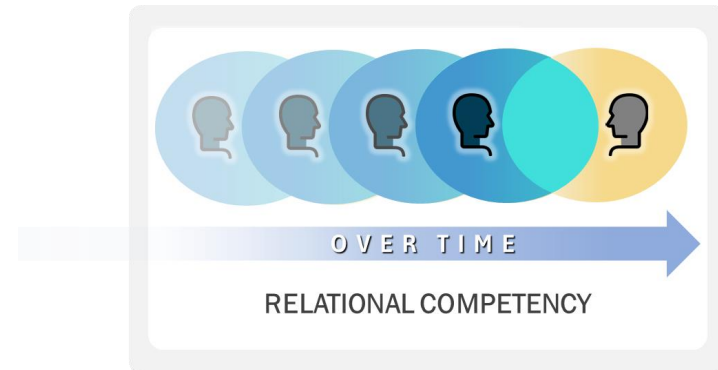*Are there other feelings?*

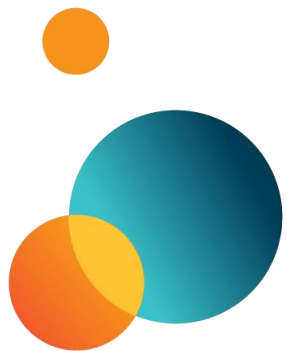TRAINING DECK

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Wrap-up

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Wrap-up

- Take your Toolbelt with you

- Build Psychological Safety
  - Within the Space-Between

- Use Dialogue to:
  - Create Connections
  - Deepen Relationships

- And sustain connection over time

PSYCHOLOGICAL SAFETY

Affirmations | Zero Negativity | Awareness | Structured Dialogue

OVER TIME

RELATIONAL COMPETENCY

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Quantum Connections

Safe Conversations Dialogue Workshop

TRAINING

Quantum Connections™
Connecting Beyond Difference