



Peter and Susan Glaser, PhDs



Deepen Connections at Home and at Work



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Awarded Best Hybrid Learning, 2022 Working with your organization to create Communication BreakThroughs in Conflict, on Teams and in Presentations.

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We've been studying Communication for forty years, and never has the need felt greater than now: A global virus, broken economy, and the demand for racial justice have become our background. Our relationship issues are magnified as we work from home or head back to work, without knowing what returning to 'normal' will look like.



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conversations that solve problems, strengthen relationships, and deepen trust.

In our recent Webinar, *Communication in a Time of Social Distancing: Deepening Connections at Home and at Work*, we shared five evidence-based micro-communication behaviors to strengthen your communication with work teams, family members, and friends:

1. Ask open-ended questions and then share your understanding: What if someone accuses you of: “not delivering for the team” or “not helping enough around the house”? Our instinct is to argue and defend. Instead, ask questions like, “What do you need most from me right now?” or “Can you tell me more?” Then carefully listen to the answer and clarify your understanding.

2. Pinpoint details: Vague complaints inflame, but specific examples instruct. Instead of saying “You’ve been distracted and unresponsive,” you might try, “Yesterday when you joined the Zoom meeting, you said you hadn’t completed the all-employee email, so I agreed to do it.” Then get the other person to share their view by asking: “What was going on for you?”

3. Share your own contribution to the problem: Nothing signals integrity like acknowledging that you are part of the problem (“In my zeal to get a small business loan, I’ve not been taking a meaningful role around the house, even though my schedule is more flexible than yours.”) It’s hard to stay angry with someone who’s owning their accountability. The power of agreeing that you are part of the problem shifts the conversation from combat to cooperation.

4. Consciously share your feelings: This is a very emotional time, and sharing vulnerable feelings connects you with others. Self-disclosure (“I’m sometimes



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5. A do-over can be healing: Pave the way for a relationship reboot by saying, “I’ve been thinking about our conversation and I believe I can do better. Can we try again?” When you decide on a do-over, remember to use the above four micro-communication behaviors!

Whether you are communicating with co-workers, clients, or family members, remember that everyone is under pressure now. More so than ever, what someone intends to communicate may be different than the impact of their words. Go easy on them and focus on how *your* communication can set the stage for cooperation and cohesion.

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Appreciate your thoughts Vlada...We thought about #1 for some time before including it...it’s a different way of clarifying what it means to be a deep listener.

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Vlada Bortnik (she/her)

3y

I love all of these tips and especially number 1

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For sure Simon...Once people try a do-over once, they are sold for life because of the enormous interpersonal impact.

Like Reply

Simon Rowell

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Must remember to be brave and humble enough to ask for a "do over" when a conversation goes awry

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