

CARE TO CONNECT

Tips & Tools for Authentic Communication



September 2020

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FROM THE DESK OF

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September traditionally brings with it celebrations, school supplies, and a slowing down of the summer pace while fall eases upon us. This September, the start of school and the celebrations look different. Mask-clad and socially distanced, my educator friends and families across the country are starting the new year a bit more trepidatious.

Last night I spoke with a group of partners from Oregon (see Spotlight article below) as they wrapped up our first in-person CST classes since March. The group talked about how, with tensions high and life still a bit off-kilter, listening, empathy, and understanding are more important now than ever.

And as our educator friends return to the classroom, either in-person, hybrid, or fully online, giving space, grace, understanding, empathy and support will be vital for our education partners (including students!) and for our nation. For tips and strategies during this most unusual school year, give a listen to this podcast.

I am prouder than ever to work for an organization that surrounds and supports educational systems with the tools to better build things like belonging, community, understanding and interpersonal connection in the classroom. This month you will find resources on confrontation (and how that can be a good thing!) and processing feelings. With so much to feel, process, and understand, the timing for these messages couldn't be better. If you know someone who would benefit from growing with us, invite them to sign up for the newsletter here.

Learning along with you,
Rebecca

TOOLS FOR COMMUNITY

Universal connection tools for the areas where we work, serve or interact

WEBINAR: "Should I Confront?"

We tend to avoid confrontation, yet if we don't choose to confront, will anything change? Examine the value of starting a conversation exploring both perspectives and asking the other person for change. Practice listening to understand, rather than simply listening in order to reply. Gaining the other person's perspective, you may discover something new, which could change the outcome of the conflict.

Choose **ONE** of the following three dates:

- o [September 10, 10:30am-Noon CT](#)
- o [September 15, 5:30pm-7:00pm CT](#)
- o [September 19, 9am-10:30am CT](#)

WEBINAR: "How to be a Better Listener"

Perfect for those who've not yet attended our Communication Skills Training, this one-hour class is a primer on empathetic listening. Attendees will discover the impact nonverbal communication has on their message and learn the 5 reflective listening skills.

- o [September 1, 10:30am-11:30am CT](#)

CONNECT SESSION:

Connect with others as we learn about utilizing communication skills and concepts in every day real life moments. Sessions are interactive with information and conversation that can be applied immediately.

- o [September 17, 10:30am-Noon CT](#)
- o [September 22, 5:30pm-7:00pm CT](#)

SKILL SNIPPET: [The Three Moves](#)

PODCASTS: ["Help Me Do This Well"](#) and ["Confrontation: Just Crucial Conversations"](#)

CHALLENGE: Recall a time when you were bugged by someone's behavior. Did you consider the other person's perspective? If not, how would doing so have made a difference?

TOOLS FOR HOME

Resources for parenting, education, family, committed relationships

WEBINAR: "Agreement vs. Acceptance: When Your Partner is 'Wrong'"

When Your Partner is Wrong will explore what agreement and acceptance look like when we disagree with our partner and the impact that both have on our relationships.

- o [September 24, 6:00pm-7:30pm CT](#)

SKILL SNIPPET: "Crafting a Reflective Response" [Audio](#) or [Video](#)

PODCAST: ["Communication Skills In Your Marriage"](#)

CHALLENGE: In a conversation this week with your partner/friend, practice the reflective response to demonstrate empathy.

WEBINAR: "How to be a Good Partner Even When You Mess Up"

We want to do good in our committed relationship, but we are chronically human. In "How to be a Good Partner Even When You Mess Up," we'll walk through steps to take when repairing is needed.

- o [October 8, 5:30pm-7:00pm CT](#)

SKILL SNIPPET: "Confrontation: It's Just a Conversation with Your Child" [Audio](#) or [Video](#)

PODCAST: ["Effective Confrontation with your Child"](#)

CHALLENGE: Practice the Pause: Next time you experience a conflict with your child, practice the pause before you start the conversation about their behavior.

5-PART WEB SERIES ON CONFRONTATION

"How to Get What You Want Without the Drama"

What's New?

Webinars:

"How to be a Better Listener"
• [September 1, 10:30am-11:30am CT](#)

"Should I Confront?"
• [September 10, 10:30am-Noon CT](#)
• [September 15, 5:30pm-7:00pm CT](#)
• [September 19, 9am-10:30am CT](#)

"Agreement vs. Acceptance: When Your Partner is 'Wrong'"
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"How to be a Good Partner Even When You Mess Up"
• [October 8, 5:30pm-7:00pm CT](#)

Connect Sessions:

- [September 17, 10:30am-Noon CT](#)
- [September 22, 5:30pm-7:00pm CT](#)

Coming in October:

"How to be Empathetic with Your Child"

And more Connect Sessions!

[Click here for up-to-date class offerings](#)

Podcast:

["How to Handle the Upcoming School Year"](#)

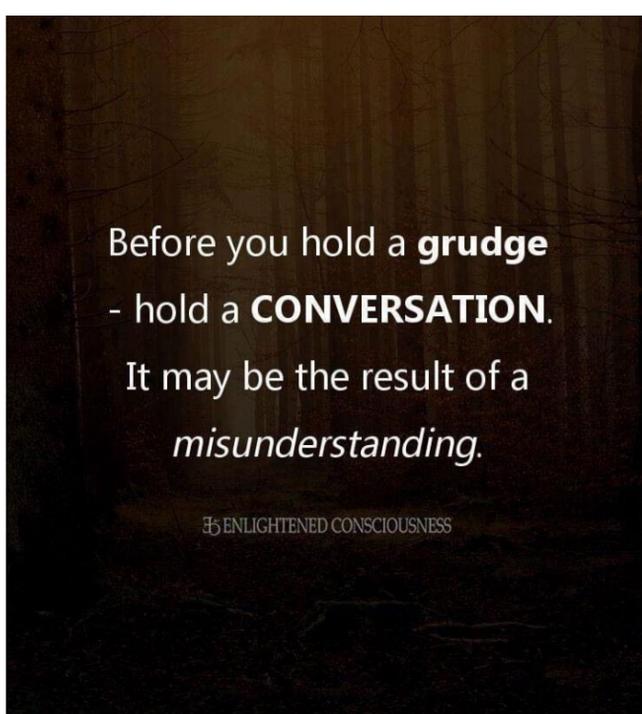
Blog Post:

["Reliving Quality Time: Memories of the Past Bring Insight to the Present"](#)

Effective Confrontation is a top skill Our Community Listens' class attendees and alumni want to improve. To help, OCL is offering a 5-part web series starting this October to equip you to effectively manage conflict. Each month, participants focus on different aspects of confrontation, intentionally developing crucial aspects to improve overall effectiveness.

[Learn more](#)

ICYMI ON SOCIAL MEDIA



Originally published by [Warrior Goddess Training](#)

Do you have a Social Media post you'd like to share with us? Just tag @OurCommunityListens and include #CareToConnect and we'll find it!

SPOTLIGHT ON: In-Person Classes During COVID

Last week kicked off the first in-person Communication Skills Training class held since classes were halted due to COVID in March. With Oregon's state mandate allowing for small group training to resume and a multitude of health and safety protocols put in place, facilitators offered our core class in McMinnville, OR.

We caught up with a couple of the class participants as well as the facilitators who taught the class to hear how it went.

Both Julie O'Hara and Ryan Green, first-time participants, found the three-day OCL experience to be immediately applicable in their lives.

"Less than 48 hours after class I was sitting in a room with highly anxious, frustrated [people] and I was able to take the very practical tools and implement them in that situation," explained Ryan. "And I'm telling you...when I gave them the gift of being listened to, it literally changed the atmosphere, and the conclusion of that meeting was drastically different from what it could have been."

Julie appreciated the ability to customize the skills she learned to apply to every aspect of her life: "There were times when the content was geared to leadership, but other examples came from regular life – parenting and spousal relationships. I feel an added confidence in myself and in my ability to meet situations with potential conflict."

When asked about the class experience in terms of a COVID-safe environment, the feedback was positive. "My sense was 'they've thought of all the details – I can relax here,'" said Julie.

From the facilitator's viewpoint, they were pleased to find that the extra precautions taken didn't interfere with the experience the participants had. "There was great dialogue. And even at just 10 participants [as opposed to larger classes in the past], we weren't short of discussion," said facilitator David Anderson. "I didn't notice any awkwardness. Although I'd prefer more people in class, we are in a new world now."

"The time and energy we spent with OCL leadership and making sure their requirements matched the protocols for the venue...it was in perfect alignment," offered Kristin Anderson, co-facilitator.

Nationwide, in-person class scheduling is dependent on state and local protocols. OCL closely monitors and attends to ordinances, health data, and venue-specific safety measures. While we do not anticipate a full schedule of in-person offerings until next year, we are operating within our partnerships and programs with safety as a foremost precaution.

Stay up-to-date on resumption of in-person classes on our [website](#). In the interim, we encourage you to participate in any of our [virtual classes](#) to help you listen with empathy and create authentic connections with others.

Team Member Shout Out

Pam King, our Greater St Louis Chapter Leader, was recognized by St. Louis Magazine as one of 35 St. Louisans working to build equity across the region through her work with OCL. To read about Pam and celebrate her work alongside us, check out the [article here](#).



