



YARBROUGH
group

WORLD WIDE CONSULTANTS WHO
TEND THE FLAME OF SUSTAINABLE CHANGE.

FREE SPEECH, HATE SPEECH, POLITICAL CORRECTNESS: STRUGGLING WITH CIVILITY AND RESPECT

ISDI Inclusion Provocateur Series

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*Facilitated
By*

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GOALS



1. Learning or refreshing your understanding of the basics of Polarity Theory/Paradoxical Thinking.
2. Learning or refreshing your understanding of Question Thinking.
3. Being able to apply Question Thinking and paradoxical thinking to political discussions.
4. Understanding one's own values and underlying assumptions, as well as those of others.
5. Building an action plan to create space for civil discourse.

AT YOUR TABLE...



- Name
- Company
- Describe a time in the last week when you communicated your needs to someone
 - *Don't have to tell the whole story.*
 - *Do have to notice your own experience.*

EXPECTATIONS



1. Show up
2. Stay here
 - Phones/emails outside the room if necessary
3. Pay attention to what has heart and meaning to you
 - Keep the “balcony” in mind
4. We will keep to the agenda and cover the material. Serve the individual needs and the group needs.

AGENDA



- Introductions
- Polarity Refresher
- Panel: Political Perspectives and Using Polarities
- BREAK
- Question Thinking Overview
- Putting Theory into Practice

NOTES ON THIS PRESENTATION



This is about your own ability. It is not about changing other people.

We can step into our own responsibility and help others talk differently about difficult subjects.

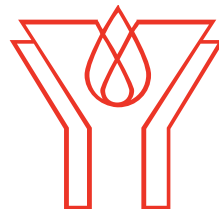
Hate Speech -Legal vs. Workplace -Tolerance of hate speech in order to have free speech. Freedom + Responsibility/Restriction

Political Correctness has multiple definitions. Decide how to be politically correct.

It's not about not having emotions. It is about being the people we want to be in the room.

READY? POLARITIES OVERVIEW

Let's go!



POLARITIES EXPLAINED – WISDOM ORGANIZER

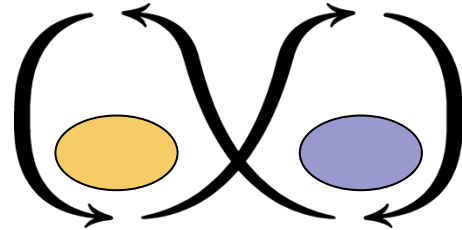
Polarities:

Paired values (often competing) that need each other over time in order to achieve a greater purpose

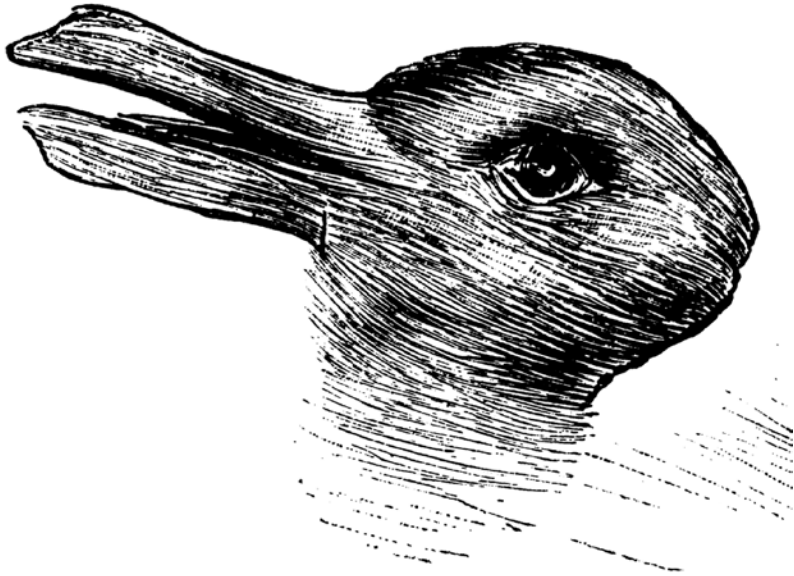


Infinity:

Is the ongoing nature of polarities... an energy system which is never ending.



WHAT DO YOU SEE?



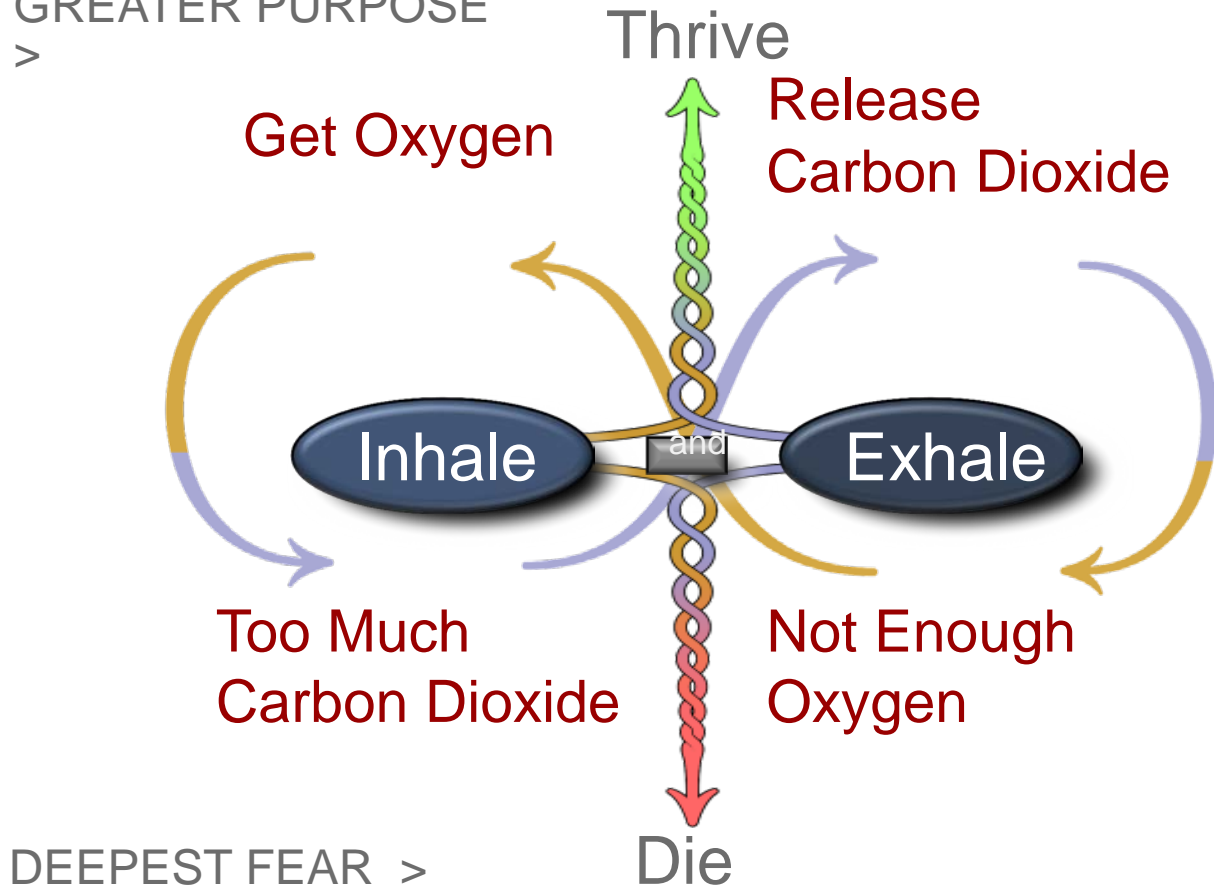
Once you see both,
you could only argue
both



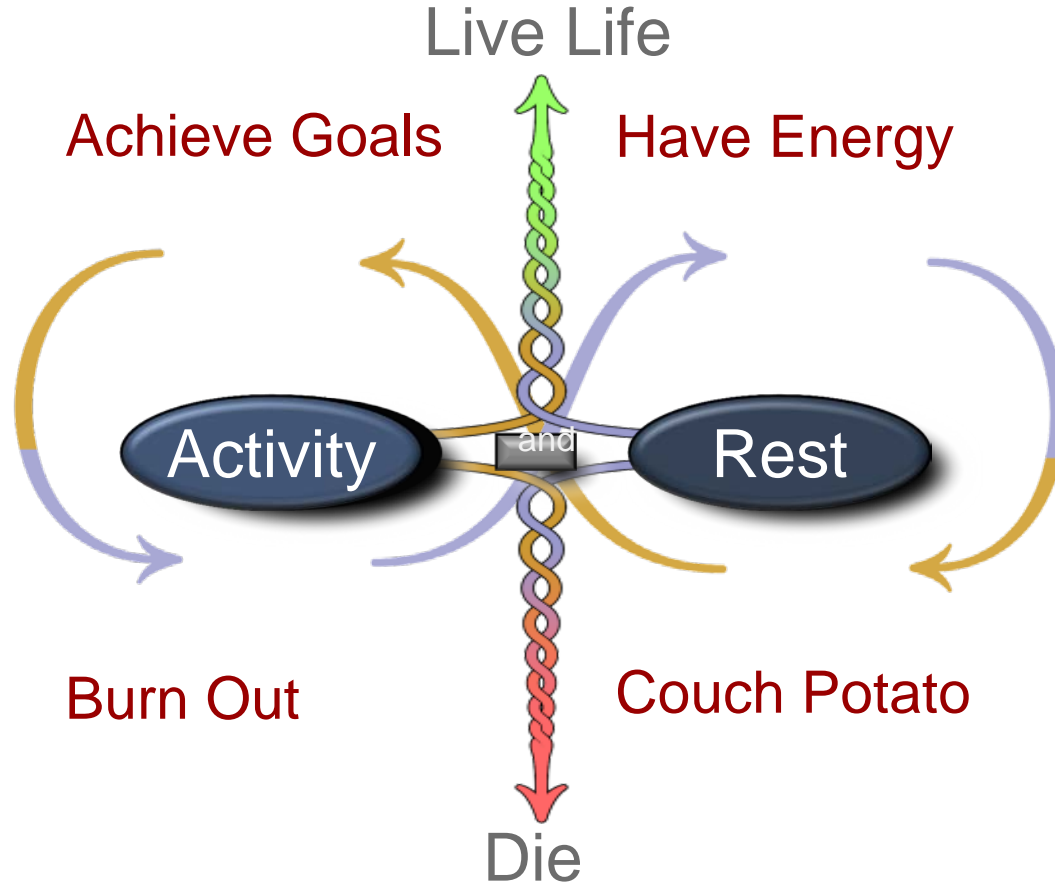
Language
Classification

THE DYNAMIC

GREATER PURPOSE
>



ANOTHER CONSTANT POLARITY



Action Steps

How will we gain or maintain the positive results from focusing on this left pole? What? Who? By when? Measures?

Greater Purpose Statement (GPS) *Why leverage this capability?*

Clear, Compassionate Communication

Upsides - Positive results of focus on the left pole

- A. I say things in a kind way.
- B. I am a collaborative leader.
- C. My team mates share where they stand on important issues.

Upsides - Positive results of focus on the right pole

- A. I say things in a clear way.
- B. I am an action oriented leader.
- C. People know where I stand on important issues.

Diplomatic

Direct

- A. People tell me things I say are unclear or confusing.
- B. Decisions take longer than they should because I take everyone's opinion into account.
- C. No one knows where I stand on important issues.

Downsides – Negative results of an over focus on the left pole to the neglect of the right pole.

- A. People tell me I am mean.
- B. Decisions are made too quickly because only my opinion is taken into account.
- C. It is my way or the high way.

Downsides – Negative results of an over focus on the right pole to the neglect of the left pole.

Amorphous Brutal Communication

Deeper Fear – Loss of GPS

Action Steps

How will we gain or maintain the positive results from focusing on this right pole? What? Who? By when? Measures?

Early Warnings

Measurable indicators (things you can count) that will let you know that you are getting into the downside of this pole.

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PERSONAL MESSAGES



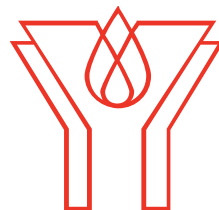
- Pair up
- 1st person

Uninterrupted. For 2 minutes.

- messages you received about what it means to be in Conflict
- What it means to be Politically Correct
 - How have they helped you?
 - How have they worked against you?
- Switch and 2nd person goes.
- Debrief

QUESTION THINKING

Harnessing your thoughts and emotions for greater impact.



HARNESSING



QUESTION THINKING EXAMPLE 1



QUESTION THINKING EXAMPLE 2



QUESTION THINKING



- Thinking is an internal question/answer process
- Speaking is external answers to our internal questions
- Listening is framed by the questions we listen with
- Behavior represents external answers to internal questions.

Your Mindset affects your questions

You can shift your mindset by shifting your questions.

WHAT IS MINDSET?



“The term mindset represents the set of beliefs and assumptions we hold about ourselves, others, and the world.”

~ Marilee Adams

“When you enter a mindset you enter a new world.”

~ Carol S. Dweck

“If I had an hour to solve a problem and my life depended on the solution I would spend the first 55 minutes determining the proper question to ask... for once I know the proper question, I could solve the problem in less than five minutes.”

~Albert Einstein

LEARNER AND JUDGER MINDSETS



Judger is more

- Closed-minded
- Certain
- Critical
- Judgmental
- Inflexible
- Siloed
- Problem focused
- Blame oriented

Learner is more

- Open-minded
- Curious & Creative
- Appreciative
- Accepting
- Flexible
- Collaborative
- Solution focused
- Responsibility oriented

LEARNER AND JUDGER RELATING



Judger is more

- Win-Lose relating
- Dismissive, demeaning
- Listen with “Judger ears”
- Separates
- Conflict is destructive
- Seeks to “attack” or is defensive.

Learner is more

- Win-Win relating
- Discerning, accepting
- Listen with “Learner ears”
- Connects
- Conflict is constructive
- Seeks to appreciate, resolve and create

USING QUESTION THINKING



RECALL A TIME WHEN...



- you had a conversation that went poorly/ that you'd want to redo.
- you were frustrated by a conversation.
- you felt unable to say what you wanted because your emotional response was overwhelming.
- What might your underlying value(s) have been?
- What might the other person's value(s) have been?
- Was it a polarity you were arguing?

Q-PREP



What if you had had a tool to think through that conversation? Or the following one?

Q-Prep!

Pretend you are about to have that conversation again. Same context. Same person. Same day and time.

- What were you thinking and feeling? What questions might you have asked?
- What might the person have been thinking and feeling? What questions might they have wanted to ask?

Q-PREP FOR A FUTURE CONVERSATION



- Choose an upcoming conversation you know will be difficult...
 - Something you want to influence
 - Someone with whom you know you disagree
 - Difficult workplace situation
 - Difficult personal situation
- Q-Prep it!
- 5 minutes each
 - Practice with a partner. Give them a little context. Partner - try your best.