
OPEN TWO WAY ADULT-TO-ADULT COMMUNICATION

What is Open?

- No secrets

What is Two-Way?

- Two-way dialogue, exchange of input and ideas

What is Adult-to-Adult?

- The way you talk to a neighbor you like



Discussion

- What is the opposite of Adult-to-Adult Communication?
- Who can give example of previous instances where you experienced that form of communication in workplace?
- How did that make you feel?





With Open, Adult-to-Adult (A2) communication?

You start the conversation calmly and find out he had a family emergency and lost his phone. He appreciates you approaching him with care, especially when you could have assumed the worst.

Without?

You demand to know where he's been and he refuses to say, because he doesn't feel comfortable sharing that with you. He asks to work with a different manager.

SCENARIO 1

As a manager, you have just been able to reach one of your employees after calling and leaving messages for the last two days with no response.



SCENARIO 2

One of your technicians just called because he is going to be late to work. His car broke down on the interstate and he is waiting for a tow truck. When he arrives to work, it's two hours past his scheduled start time.

With Open, A2A Communication?

You approach sympathetically and calmly to ask what happened and whether or not he's okay. He tells you that he waited for a tow truck but it never arrived. By the time he called for a second one, it had been over an hour.

Without?

You demand to know where he's been and why it took so long to get there. He gets frustrated because on top of paying for a tow truck and not knowing what broke in his car, he still did his best to come to work only to be shouted at. He quits on the spot.

A man wearing a blue baseball cap and a blue jacket is standing next to a red truck. He is holding a mobile phone to his ear and appears to be in the middle of a conversation. The background is slightly blurred, showing the side of the truck and some industrial equipment.

With Open, A2A communication?

You communicate to your driver that the planner has not yet responded, and ask for her patience. You update the planner but do not spam their messages, and choose to wait.

Without?

You wait for ten seconds and go to the planner's manager to see where the planner is and why they aren't responding to you. The manager tries to explain that the planner works an earlier schedule today and is due to leave, and that it is now unlikely that they will stay late to respond to your request. Your driver is angry and demands to speak to your leader.

SCENARIO 3

One of your drivers is waiting for a load to get her home, but the planner is busy and isn't immediately responding to your request



SCENARIO 4


Your leader has given you until the end of the day to submit a report. At the end of the day, you have not had an opportunity to complete the report and must leave work immediately to pick up your children from day care.

With Open, A2A communication?

You tell your leader that you have not been able to complete the report and ask if it is possible to find a solution, as you need to pick up your children from daycare. The leader understands and agrees that the report can wait until first thing tomorrow.

Without?

You lie to your leader and say you sent it and it must be lost in their inbox, and they do not believe that. They now monitor you closely because they cannot trust you.



Two-Way Adult-to-Adult Communication

01

Builds Trust and Understanding

02

Is difficult to do if you do not have positive assumptions

03

Applies to both written and verbal communications

04

Takes longer but produces better results