



Leading with an Open Mindset: OASIS Conversations

OASIS Conversations Course
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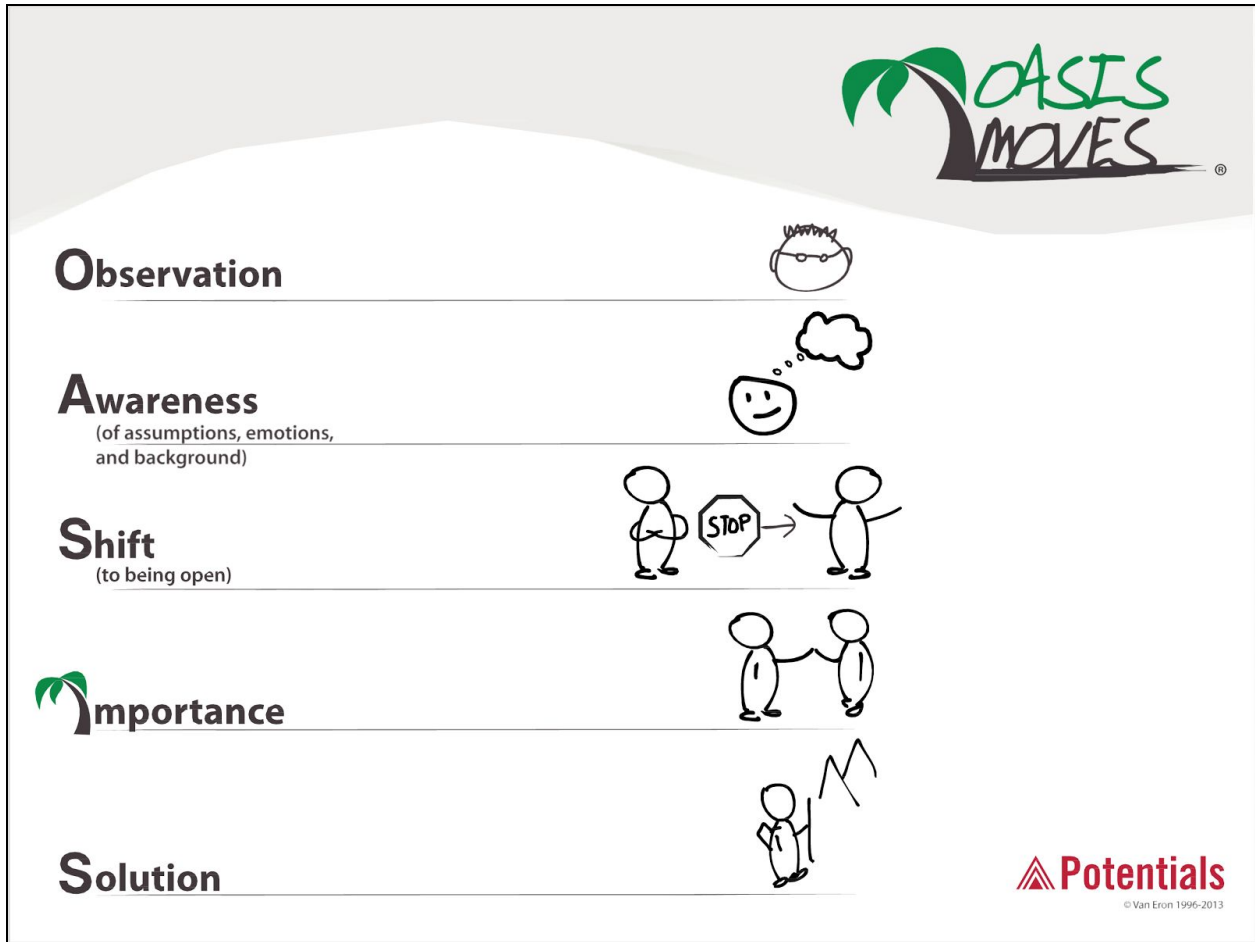
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GETTING STARTED MODULE





Plan when possible. Have clear intention and build rapport.

Observation

Describe behavior or facts without judgment.

"When I see, hear..." or "I notice ..."

Awareness

(of assumptions, emotions,
and background)

Share thoughts / emotions.

"I assume, believe, interpret..." and/or "I feel..."

Share your background, experience, standards, expectations or perceived impact.

"Because I..."

Shift

(to being open)

Notice your judgment signal, stop, step back and become open and curious. Check your intention.

"Do I understand?" "How do you see the situation?" "It's my intention ..."

(to understand your view, to work together, achieve goals together etc.)"

Importance

Explore perspectives to create understanding of needs and identify common ground.

"What is important to you? What is important to me? What is important for us?" "Others?"

Solution

Explore options and agree on next steps.

"Given what's important, what are our options? What am I going to do? What are you going to do?"

What will others do? When? How will we know?"

Reflections

Getting Started Module

1. What do you hope to learn or achieve from taking this course?
2. What will make the course successful for you?
3. What are some of your challenges around communicating with your colleagues, family and community?
4. With whom would you like to have an open-minded conversation? (Your friend, colleague, family member, etc.) What is a situation/case you would like to focus on in this course? You will have the chance to plan this conversation and practice.
5. What comments or questions do you have of the facilitator and other participants in the course? (You are invited to introduce yourself and share a bit about yourself and a case you would like to explore—without names— on the private Facebook Page for this course.)

Invitation to Private Facebook Group

Participating in the OASIS Conversation Course Facebook Group is optional. However, the Group will provide you with the opportunity to share your reflections with other participants and ask questions of others. You are welcome to join and use it as part of the learning process.

Instructions:

1. The private Facebook forum page requires that you have an account. If you need to create one, visit <https://www.facebook.com/>
2. Make sure you are logged into Facebook, then click this link to go to the OASIS Conversations Course <https://www.facebook.com/groups/1439809016318382/>
3. Once on this forum, **click the "Join Group" button** in the top right corner. An administrator will approve your request and then you are ready to start posting!

MODULE ONE

Your OASIS Case/Situation

1. Identify a person with whom you would like to have an OASIS Conversation (don't share the person's real name).
2. What is your relationship with the person (i.e., colleague, family member, friend, boss, neighbor etc.)?
3. What is the situation that concerns you (i.e., you are upset that the person has been late for meetings; you are concerned that the person did not fulfill a promise; perhaps you feel excluded or you would like to change a pattern of interaction)?
4. What are your assumptions or thoughts about the situation?
5. What emotions are you experiencing?
6. What is your past experience with similar situations? What are your expectations or standards?
7. What's important to you in this situation?
8. What may be the other person's perspective and need?
9. Are you open to learning more?
10. What could be a positive outcome or solution?

OASIS Conversation Planning Tool

	Have a clear intention to create a positive and productive relationship. Build rapport with other(s) by looking for common ground.	
O	Describe behavior or facts you are noticing without judgment. <i>"I notice that..." "When I see, hear..."</i>	
A	Be aware of and share your assumptions, emotions and background. <i>"I assume, believe, interpret..." and/or "I feel..."</i> Share your background, experiences, standards, expectations or perceived impact. <i>"Because I..."</i>	
S	Notice your judgment signal, stop, step back and become open and curious. Inquire about the other's perspective. <i>It's my intention...(to understand your view, to work together, to achieve goals together...)</i> <i>How do you see the situation?</i>	
I	Understand needs and look for common ground. <i>"What is important to me?"</i> <i>"What is important to the other(s)?"</i> <i>"What is important to us?"</i> Prepare to listen. Remember MEET. Mirroring Empathizing Empowering Questions Track the kind of interaction (tell, sell, gel)	
S	Explore options and agree on next steps. Brainstorm possible options. Agree on who is going to do what, when and how you will know.	
	Other comments:	

Open-Minded Conversations Self-Assessment

You may find it useful to identify your strengths and areas that you want to develop further. Review the items below and rate where you believe you have strong skills and where you would like to focus. You could use a 5 point scale with 1 being little or no skill and 5 being a strong skill.

1. I am comfortable building rapport with others.
2. I am aware of my intentions in interactions.
3. I empathize skillfully and authentically with others.
4. I effectively establish common ground with others.
5. I adapt my language, tone and style to match the person with whom I am speaking.
6. I ask questions to clarify and learn more about others' perspectives.
7. I am aware of my thoughts and assumptions when interacting with others.
8. I recognize how my previous experiences influence how I see things now.
9. I can identify my emotions when interacting with others.
10. I provide clear feedback based on observable data.
11. I use active listening skills to demonstrate interest in others.
12. I suspend prejudgment in order to try to understand another's perspective.
13. I notice when I disagree with someone.
14. I can manage my negative and strong reactions when interacting.
15. I am able to work with someone who seems resistant or defensive.
16. I am present and attentive when communicating with someone.
17. I can put distractions aside as I communicate with others.
18. I am clear in expressing my ideas.
19. I manage my emotions effectively, especially anger and fear.
20. I demonstrate openness in sharing information and keeping people informed.
21. I generally assume that others have positive intentions.
22. I am aware of my strengths as they relate to interpersonal communications.
23. I am conscious of my impact on others.
24. I am open to considering new perspectives.
25. I am comfortable in making agreements with others.
26. I recognize the importance of influencing.
27. I look for win/win solutions.

Reflections

Module One—*Creating a Respectful Environment and Overview*

1. When have you felt disrespected?
2. What is important for you to feel respected? Do you have examples of times when you felt respected?
3. What do you think supports the person in your case feeling respected? How do you know? (What have you observed or heard the person say?)
4. What are some areas where you have common ground (share common interests, experiences and values) with your case conversation partner?
5. When have you felt rapport/positive connection with your case conversation partner? What supported that positive connection?
6. Which OASIS Move is your strength? Which do you seek to develop?

Module Two

O is for Observation and A is for Awareness

You will learn the power of differentiating observations or facts from assumptions—the first two OASIS Moves.

- Practice noticing and stating observations to build your capacity to differentiate facts and assumptions—a critical component of effective communication
- Increase awareness of your emotions, thoughts and background so that you have more choice in your interactions and can be emotionally and socially intelligent
- Appreciate the role of our background experiences to recognize that everyone is having a different experience based on their history
- Be able to open conversations with observations to reduce defensiveness in interactions
- Choose when to share your awareness of thoughts, emotions and background to master the art of conversations and create impactful results



MODULE TWO

Observation Exercise

Identify if the statement is an observation or assumption. If it is an assumption, what could be an observation that leads to that statement?

1. Yves is not a team player.
2. Andrea always complains.
3. I read in the report that the department exceeded budget by 12 percent.
4. Last week in our staff meeting, you asked, "What's the matter? Can't you write an email?"
5. Jerri did not meet the 2:00 deadline.
6. Ray is excluding me.
7. Sheli exceeded the high score in the last four races.
8. Lela is overly competitive.
9. Marissa is not respectful.
10. Tim never contributes to the cause.

Emotions

<p>Sad: miserable, burdened, gloomy, moody, pained, dejected, let down, depressed, low, troubled, disappointed, discouraged, hopeless, unhappy, weary, troubled, low</p>	<p>Hurt: upset, oppressed, slighted, trapped, cheated, scorned, isolated, rejected, terrible, snubbed, ignored, deserted, abandoned, abused, rejected, pain, grief</p>	<p>Happy: excited, content, blissful, joyous, delighted, thrilled, glad, jubilant, elated, gratified, pleased, ecstatic, exhilarated, amused, glad, pleased, calm, centered</p>
<p>Fearful: frightened, scared, threatened, alarmed, shaken, nervous, troubled, uneasy, worried, panicked, wary, anxious</p>	<p>Powerless: helpless, belittled, incapable, unfit, defeated, intimidated, inadequate, inept, unworthy, useless, incompetent, unfit</p>	<p>Energetic: determined, eager, inspired, lively, strong, confident, brave, positive, excited, enthusiastic, passionate, strong, confident, alert, enlivened, refreshed</p>
<p>Disgust: repulsed, sickened, nauseated, obnoxious, jealous, yearning, appalled</p>	<p>Lonely: excluded, alone, ignored, slighted, isolated, deserted, rejected, lost, abandoned, anguished, alienated, bored, alienated</p>	<p>Compassionate: affectionate, empathetic, concerned, gracious, loving, friendly, open-hearted, warm</p>
<p>Angry: displeased, frustrated, irked, aggravated, furious, irritated, agitated, incensed, resentful, annoyed, exasperated, livid, outraged, dismayed, bitter, resentful, enraged, hostile</p>	<p>Grateful: appreciative, thankful, touched, open-hearted, moved, hopeful, expectant, optimistic, curious, engaged, amazed, awed</p>	<p>Surprised: shocked, perplexed, astonished, mystified, startled, bewildered, jarred, puzzled, flustered, baffled, rattled, stunned, confused, puzzled</p>
<p>Engaged: Interested, curious, interested, absorbed, open</p>	<p>Optimistic: hopeful, encouraged, peaceful, expectant</p>	<p>Energetic: enthusiastic, passionate, vibrant</p>

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Enhance awareness of your emotions and moods and be observant of others, offering empathy.

Observation

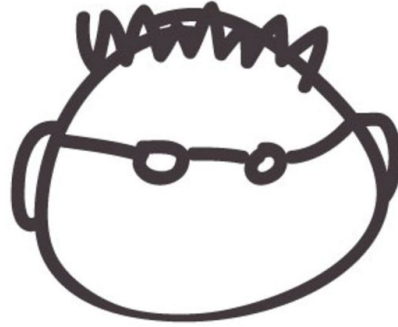
Describe behavior or facts without judgment.

"When I see, hear..."

"I notice..."

Cue for O

Notice what you are seeing and hearing; point to an observation with a flashlight or a camera.



OASIS Moves Cue ©Van Eron 1996-2017

Awareness

(of assumptions, emotions,
and background)

Share thoughts and/or emotions.

"I assume, believe, interpret.." and/or "I feel.."

Share your background, experience, standards,
expectations or perceived impact.

"Because I ..."



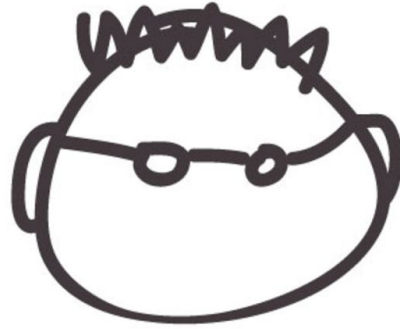
Cue for A

1. Imagine a thought bubble that contains your thoughts.
2. Notice your stomach, your solar plexus center that is the seat of your emotions. Complete the sentence, "Something in me is feeling.."
3. Imagine a backpack with your background experiences, standards and expectations.

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Observation

1. Practice noticing and naming what you are seeing, hearing and experiencing. Say to yourself, "I see...", "I hear...", "I notice..."
2. To separate observations and assumptions ask, "How do I know?" to get to your observation.
3. Practice taking photos (with or without a camera) to reinforce observations.
4. Identify observations and assumptions in an article, in meetings and in interactions.



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Awareness

(of assumptions, emotions,
and background)

Practice noting:

I assume...

I feel...

Because

1. Practice generating several assumptions. It could be a, b or c. Notice when you are in judgment and believe there is only one cause.
2. Check-in and name your feelings. Expand your emotional vocabulary to name specific emotions.
3. Identify your related background experiences, expectations, standards, or perceived impact.



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OASIS Conversation Observation Form

	Did they seem to have rapport?	
O	Did the person using OASIS describe behavior or facts of what they are noticing without judgment? <i>"I notice that..." "When I see, hear..."</i>	
A	Did the person using OASIS share assumptions, emotions and background? <i>"I assume, believe, interpret..." and/or</i> <i>"I feel..."</i> <i>"Because I..."</i> (Share background, experiences, standards, expectations or perceived impact.)	
S	Did the person using OASIS seem non-judgmental, open and curious? Did the person inquire about the other's perspective?	
I	Did the person using OASIS listen attentively? Mirroring/ Attending Paraphrasing Empathizing Empowering Questions Track the kind of interaction (tell, sell, gel) Did the person clarify what is important to those involved? <i>"What is important to me?"</i> <i>"What is important to the other(s)?"</i> <i>"What is important to us?"</i>	
S	Did they explore options? Did they agree on next steps? Was it clear on who is going to do what, when and how they will know?	
	Other feedback:	

Reflections

Module Two—*O is for Observation and A is for Awareness*

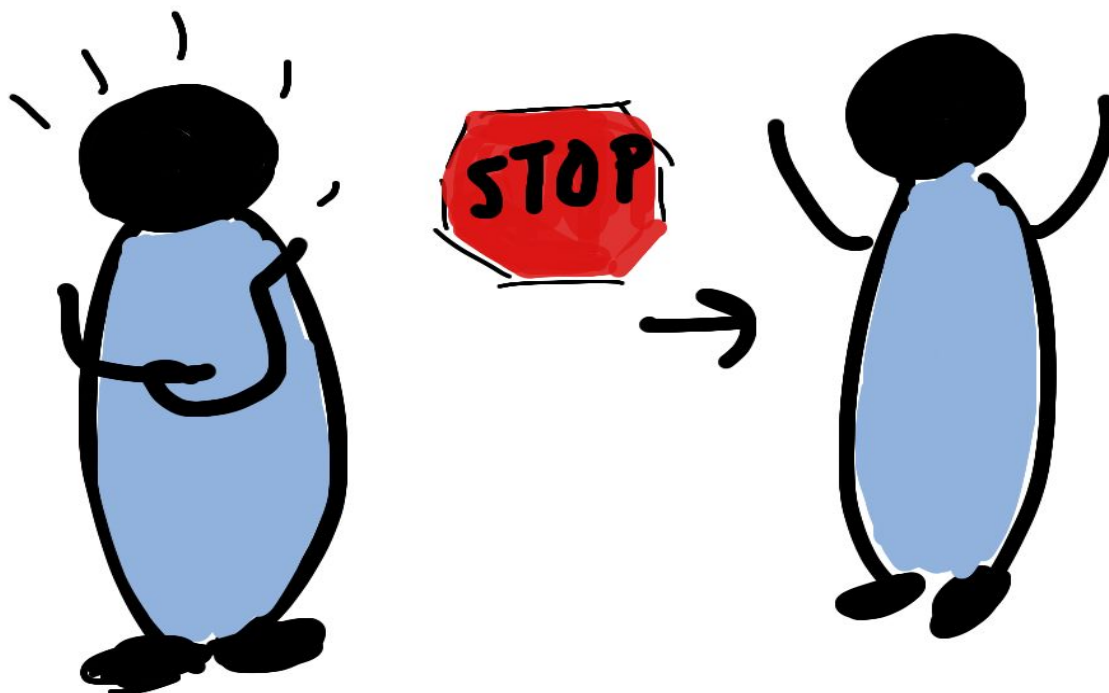
1. What is your experience of noticing observations apart from assumptions?
2. What is your experience of noting and naming your thoughts and emotions?
3. For your case, what is your observation? What do you assume and feel because of your background experience, standards, expectations and perceived impact?
4. What do you guess may be the observation, assumptions, emotions and background of the person you will have a conversation with in your case?
5. As you note your assumptions, do you notice any patterns? For example, do you tend to notice what is going wrong? We all have habitual patterns that served us at one point and may or may not be serving us now. How are your patterns serving you?
6. As you check-in to notice your emotions, what is your experience? Do you have a predominant emotion?
7. What in your background may have contributed to how you tend to see and experience things?
8. What do you believe your case partner is paying attention to in your situation? What may he or she be feeling and assuming? Can you guess the background experience of your partner that may be contributing to his or her perspective? You will not know fully until you inquire further.
9. What will support you in building the muscle of observing and noticing your assumptions and emotions?

Module Three [bring photo from below up]

S is for Shift to Being Open

You will be able to identify your judgment signal and shift to being open—the third and critical OASIS Move.

- Identify your signal when you are in judgment so that you decrease resistance and increase your options in interactions
- Learn the critical OASIS Move of shifting from reacting to being open so you can engage in any conversation and be open to possibilities
- Identify ways to cool down and become curious so you have resources available when needed
- Learn how to clarify positive intentions and how to create a positive environment to create safety for understanding and reaching agreements
- Plan how to build the habit of noticing and shifting to being open so this move becomes second nature and supports creating trust, engagement and innovation



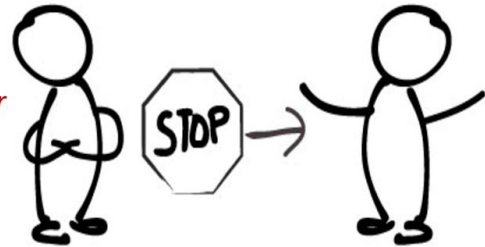
MODULE THREE

Shift

(to being open)

Notice your judgment signal, stop, step back and become open and curious. Check your intention:

“Do I understand?” “How do you see the situation?” “It’s my intention...(to understand your view, to work together, to achieve goals together etc.)”



Cue for S

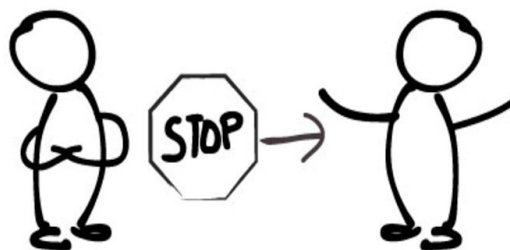
1. When you notice a tightness and hear yourself saying, “I am right and the other is wrong,” imagine a stop sign and put your hand up to stop the traffic.
2. Suspend your judgment on a hook as if you are hanging up a judge’s robes.
3. Visualize stepping back and opening your hands to signify shifting to being open to understanding the other’s perspective. Experience being in an oasis.

OASIS Moves Cue ©Van Eron 1996-2017

Shift

(to being open)

1. Recognize your judgment signal. Note where you are on the Closed/Open Continuum.
2. Practice stopping, stepping back and shifting to being open when you experience your signal.
3. Imagine your oasis so you can quickly be there when needed.
4. Note your favorite ways of cooling down and keep them handy.
5. Practice being open and notice impact.



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Ways to Cool Down

Identify strategies that support you in calming down after you notice your judgment signal. Select 3-4 that you will use when you are in judgment.

- Assume positive intent
- Breathe
- Imagine an oasis
- Shake things up
- Take a time-out
- Take a different perspective
- Seek out empathy from a friend
- Give empathy to yourself
- Exercise
- Get a second opinion
- Consider your contribution
- Have compassion
- Be curious
- Divert yourself
- Ground yourself
- Recognize that “you don’t know what you don’t know”
- Be grateful
- Write a letter (and don’t send it)
- Drink water
- Take a break
- Connect with your sense of wellbeing
- Visualize a time when you were calmer
- Recall people that care for you
- Imagine that you are in the future and have worked through your differences.
- Ask how you would consider the issue you’re upset about on your deathbed? At five years from now? At three months?
- Listen to music
- Find humor and laugh
- Engage in an activity or hobby that calms you, such as art, music, gardening, or woodworking
- Sing
- Brainstorm other possible perceptions of a situation with a friend
- Read or recite a favorite poem
- Remind yourself of what you like about the other person and his or her strengths
- Remind yourself of the common goals or vision you share with the other person
- Consider and define what your contribution is to the misunderstanding or challenge
- Remind yourself that people are not perfect and we all make mistakes
- Remember times when the other person has been respectful to you
- If all else fails, eat chocolate!

Experience Your OASIS

- Sit comfortably with both feet on the ground.
- Clear your mind, push out all noise going on in your mind, drop all worries and things you need to do in a basket; you can come back to it.
- Go through each part of your body, tensing and then relaxing/letting the tension drain from your body (feet, legs, torso, arms, hips and thighs, stomach, spine, chest, shoulders, head).
- Go to a place that is special for you and feels alive and safe. This can be a place you have experienced before, a real place or an imaginary place. (Perhaps it is the beach, the mountains, a city, a home, or an imaginary place.)
- What do you notice, see and hear?
- How do you feel in this oasis?
- Allow your worries and anxiety to release further. Be fully present.

Practice coming to this place. As you experience such moments in life make a plan to capture the sensations and emotions. Notice your open stance in your oasis.

Stances to Support You in Shifting to an Open Mindset

<p>Curious (<i>Open-minded</i>)</p> <p>What can be learned from this? What surprises are there? Wondering and being open-minded.</p>	<p>Appreciative (<i>Open to the present</i>)</p> <p>Being thankful and grateful for what is, appreciating strengths, and looking for what can be beneficial about a person and situation. Remaining grounded in current state.</p>
<p>Compassionate (<i>Open-hearted</i>)</p> <p>What are others experiencing? Caring for and understanding others and the human condition and interconnectedness.</p>	<p>Optimistic (<i>Open to the future</i>)</p> <p>Being hopeful and resilient, trusting that things will work out even when it is not clear how. Focusing on potential and possibilities.</p>
<p>Courageous (<i>Open-gutted</i>)</p> <p>What is needed? What risk or vulnerability is needed? What supports integrity and resilience?</p>	<p>Connected (<i>Back-up Support</i>)</p> <p>Recognizing that you are interconnected with others and receive support in different facets of your life. Support is available.</p>
<p>Welcoming/Nonjudgmental (<i>Open-handed</i>)</p> <p>Being responsive. Respectful rather than reactive. Being expansive instead of contracted. Creating space for differences.</p>	<p>Creative (<i>Inspired and Generative</i>)</p> <p>The ability to explore new things and ideas. Use imagination to be innovative and create meaningful new ideas, forms and ways.</p>

Reflections

Module Three—*S is for Shift to Being Open*

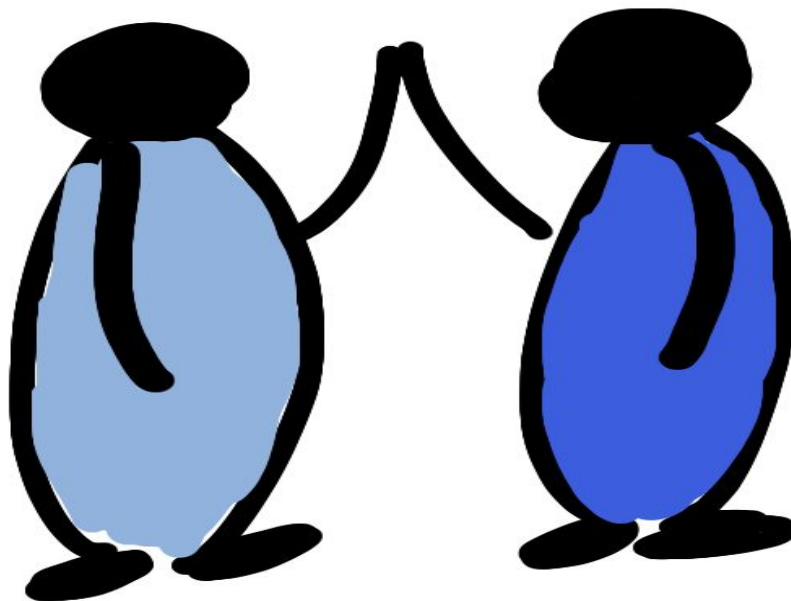
1. What is your predominant signal when you are in judgment? (What sensations are you aware of? Are there things you are saying to yourself?)
2. What are ways you can cool down after noticing your judgment signal?
3. What is your image of an oasis? What do you experience in this oasis?
4. What story or reasons do you have for suspending judgment and shifting to being open?
5. What stances support you in shifting to an Open Mindset? (curious, compassionate, courageous, appreciative, optimistic and welcoming/nonjudgmental)
6. How will you build the habit of shifting to being open?
7. Have you noticed an impact of shifting to being open?
8. How will you suspend judgment and shift to being open with your case partner?

Module Four

I is for Importance

You will effectively engage with others by exploring perspectives to create understanding of needs and identify common ground—the fourth OASIS Move.

- Appreciate the value of listening for understanding to create openness to different perspectives
- Learn and use the MEET skills of listening so you can effectively communicate
- Recognize the seven secrets of empathy and practice giving and receiving empathy
- Learn the reframing statement to signal understanding
- Discuss how to work with the Forms of Resistance Framework so you can confidently handle concerns



MODULE FOUR

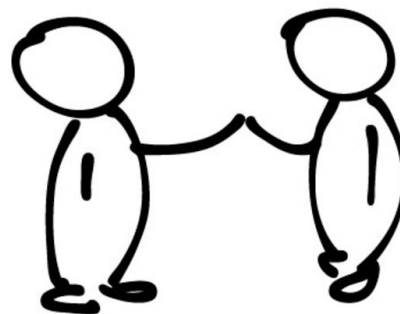
 **Importance**

Explore perspectives to create understanding of needs and identify common ground.

“What is important to you? What is important to me? What is important to us?” “Others?”

Cue for I

1. Visualize or feel yourself pointing at your own heart with one hand asking *“What is important to me?”*
2. Visualize pointing to the other person’s heart with your other hand asking *“What is important to you?”*
3. To recognize the space that connects you, clasp your hands asking *“What do we share that is important?”*



OASIS Moves Cue ©Van Eron 1996-2017



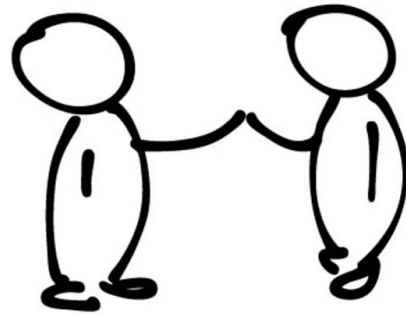
Importance

Continually pay attention and ask to learn:

- *What's important to you?*
- *What's important to me?*
- *What's important to us?*
- *What's important to related others?*

Practice fully listening to understand and find common ground:

- M—mirror what the other is saying and doing
- E—Empathize by naming emotions and "zipping up"
- E—Empowering Questions after above, trusting other has answers
- T—Track type of interaction: Is there telling, selling or gelling? Consider what is needed.



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MEET Listening Observation Form

Put a “+” for each time the skills are used. Note examples or outcomes when possible.

Mirroring (M)

Attending (leaning forward, maintaining eye contact, speaking in a warm natural voice, using encouragers: yes, I see, mm-hmm etc.)

Paraphrasing (saying in own words, “So what you are saying is...”, “It sounds like...” “Is that right?”)

Empathy (E) Summarizing in a word or a short phrase the emotion the other is feeling.

Empowering Questions (E) Questions that help the person to learn and reflect. (Open-ended questions; ask “What” or “How” rather than “Why”.)

Track the Type of Interaction (T) Is the focus on telling, selling or gelling?

Reflections

Module Four—*I is for Importance*

1. How do you rate your listening for understanding? What are you doing well? What can be enhanced?
2. Do you recall a time you received empathy from someone? What has been the impact of receiving empathy for you?
3. How may you give empathy to your case partner?
4. What will support you in “zipping up” after giving empathy?
5. What do you believe is important to you, to your partner and to both of you in your case?
6. Are you open to being influenced and learning more? How will you convey your interest?

OASIS Conversation Observation Form

	Did they seem to have rapport?	
O	Did the person using OASIS describe behavior or facts of what they are noticing without judgment? <i>"I notice that..." "When I see, hear..."</i>	
A	Did the person using OASIS share r assumptions, emotions and background? <i>"I assume, believe, interpret..." and/or "I feel..."</i> <i>"Because I..."</i> (Share your background, experiences, standards, expectations or perceived impact.)	
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I	Did the person using OASIS listen attentively? Mirroring/Attending Paraphrasing Empathizing Empowering Questions Track the kind of interaction (tell, sell, gel) Did the person clarify what is important to those involved? <i>"What is important to me?"</i> <i>"What is important to the other(s)?"</i> <i>"What is important to us?"</i>	
S	Did they explore options? Did they agree on next steps? Did they agree on who is going to do what, when and how they will know.?	
	Other feedback:	

Module Five [rotate and bring up photo below]

S is for Solution and Putting It All Together

Solutions and next steps emerge after shared understanding and comprise the fifth OASIS Move.

- Appreciate the value of creating shared understanding of what is important before jumping to action
- Explore options that will satisfy those involved
- Understand the six options to responding to requests and the difference between compliance and commitment to ensure support
- Agree on next steps to move the relationship to the next level
- Learn the accountability questions and clarify who will do what by when to ensure accountability
- Practice OASIS cases using the OASIS Moves so you are prepared in live interactions
- Explore questions about the OASIS Conversation process



MODULE FIVE

Solution

Explore options and agree on next steps.

“Given that X is important to you, Y is important to me and Z is important to both of us, what are our options?”

After agreeing on actions:

“What am I going to do? What are you going to do? What will others do? When? How will we know?”



Cue for S

Imagine you and others exploring and choosing a path and taking steps toward a goal. You may viscerally feel your feet striding into the future.

OASIS Moves Cue ©Van Eron 1996-2017

Solution

Practice using the Reframing Question after understanding what is Important:

"Given that X is important to you, Y is important to me and Z is important to both of us, what are our options?"

Brainstorm a number of options before selecting a solution. Catch yourself from jumping to solutions.

Practice using Agreement Questions:

- *What is each person going to do?*
- *When will it be done?*
- *How will we know? (what observations will you see?)*

Be conscious of your commitments and how you respond to requests.



OASIS Moves Habit Formation ©Van Eron 1996-2017

Options for Responding to Requests

- Commit: “Yes. I will do it. I promise.”
- Decline: “No. I will not do it.”
- Commit to commit at another time: “No, I can’t commit now. Let me get back to you after I check with...” or “Let me check on my available resources. I will get back to you by a certain date. I will let you know after....”
- Slow down: “I have some questions before I can commit: What do you need and by when?”
- Counteroffer: “I can’t agree to your request as is, but I suggest the following alternative. Would X be an alternative you can accept?” For example, “I can meet your need if you accept delaying another project.”
- Contingency: “If I can’t meet my agreement, I will let you know and find a backup.”

OASIS Conversation Observation Form

	Did they seem to have rapport?	
O	Did the person using OASIS describe behavior or facts of what they are noticing without judgment? <i>"I notice that..." "When I see, hear..."</i>	
A	Did the person using OASIS share assumptions, emotions and background? <i>"I assume, believe, interpret..." and/or</i> <i>"I feel..."</i> <i>"Because I..."</i> (Share background, experiences, standards, expectations or perceived impact.)	
S	Did the person using OASIS seem non-judgmental, open and curious? Did the person inquire about the other's perspective?	
I	Did the person using OASIS listen attentively? Mirroring/ Attending Paraphrasing Empathizing Empowering Questions Track the kind of interaction (tell, sell, gel) Did the person clarify what is important to those involved? <i>"What is important to me?"</i> <i>"What is important to the other(s)?"</i> <i>"What is important to us?"</i>	
S	Did they explore options? Did they agree on next steps? Was it clear on who is going to do what, when and how they will know?	
	Other feedback:	

Reflections

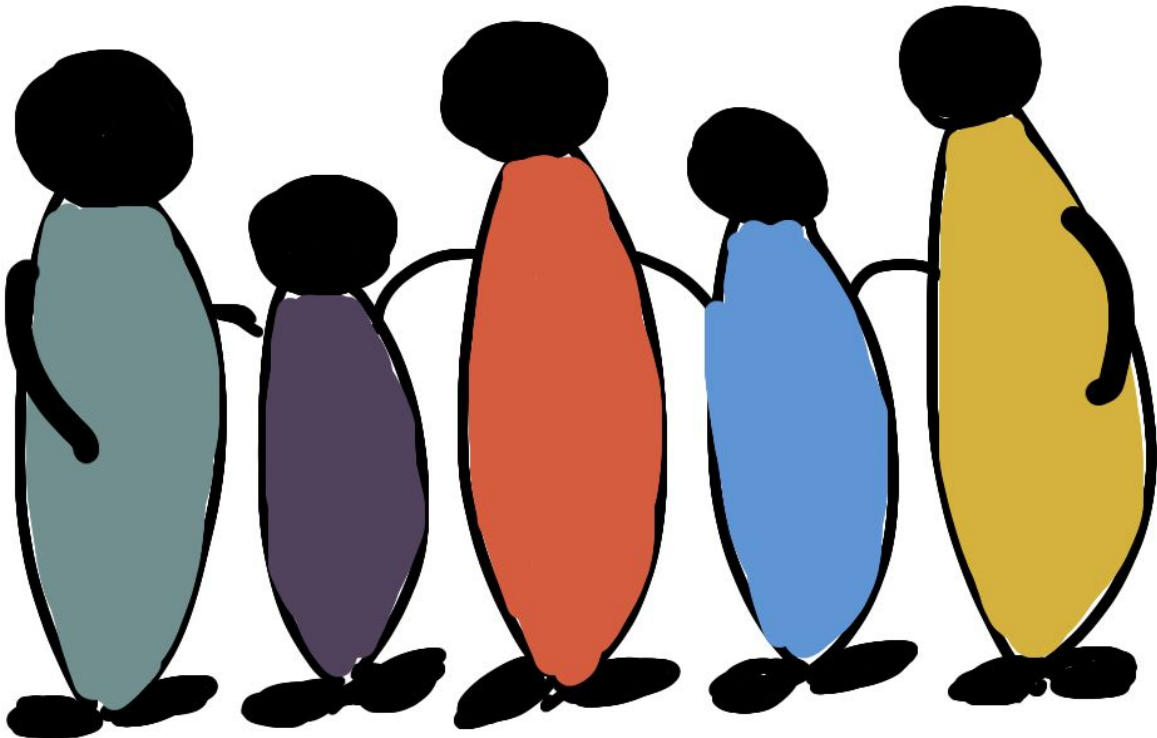
Module Five—*S is for Solution and Putting It All Together*

1. What supports you from jumping to solutions before creating understanding?
2. Do you recall the reframing question? What may be a reframing question for your case?
3. How will you ensure agreement with your case partner? What are some possibilities for each person to explore and actions to carry out? When and how will you know who is doing what and when?
4. What has been your experience with creating agreements? What has worked well and what has not?
5. What questions do you have about the OASIS Conversation process?
6. Which OASIS moves are you most comfortable with and which of them will you focus on developing?

Module Six

Practice Using the OASIS Moves®, Reflection and Reinforcement

- Consider specific issues and communication challenges such as speaking with a boss and others situations to ensure you can address difficult interactions
- Share successes and challenges to reflect on what's working and what to explore
- Practice OASIS Conversations to reinforce learning
- Identify practices to recall the OASIS Moves® when you need them the most



MODULE SIX

When You Encounter Resistance

This framework can be used to help you to assess what you experience as resistance.

Challenge	Is the current situation worth your effort? Is the person in a position to change?	If not, don't waste your time, ignore it or address it in a different way.
Understanding	Does the person understand the need and what should be done?	If not, provide feedback with observable data and focus on clarifying goals and desired results.
Want to	Does the person want to make the change?	If not, support motivation and work with the resistance. If necessary, change consequences that follow performance.
Able to	Does the person know how to make the change or are they able to do it? Could the person change if he or she wanted to?	If not, provide training, coaching and practice. If still not able in a position, change job requirements or transfer.
Supported to	Are there barriers/obstacles in the way of achieving goals?	If yes, remove barriers and provide support.

OASIS Conversation Observation Form

	Did they seem to have rapport?	
O	Did the person using OASIS describe behavior or facts of what they are noticing without judgment? <i>"I notice that..." "When I see, hear..."</i>	
A	Did the person using OASIS share assumptions, emotions and background? <i>"I assume, believe, interpret..." and/or</i> <i>"I feel..."</i> <i>"Because I..."</i> (Share background, experiences, standards, expectations or perceived impact.)	
S	Did the person using OASIS seem non-judgmental, open and curious? Did the person inquire about the other's perspective?	
I	Did the person using OASIS listen attentively? Mirroring/ Attending Paraphrasing Empathizing Empowering Questions Track the kind of interaction (tell, sell, gel) Did the person clarify what is important to those involved? <i>"What is important to me?"</i> <i>"What is important to the other(s)?"</i> <i>"What is important to us?"</i>	
S	Did they explore options? Did they agree on next steps? Was it clear on who is going to do what, when and how they will know?	
	Other feedback:	

Open-Minded Conversations Self-Assessment

You may find it useful to identify your strengths and areas that you want to develop further. Review the items below and rate where you believe you have strong skills and where you would like to focus. You could use a 5 point scale with 1 being little or no skill and 5 being a strong skill.

1. I am comfortable building rapport with others.
2. I am aware of my intentions in interactions.
3. I empathize skillfully and authentically with others.
4. I effectively establish common ground with others.
5. I adapt my language, tone and style to match the person with whom I am speaking.
6. I ask questions to clarify and learn more about others' perspectives.
7. I am aware of my thoughts and assumptions when interacting with others.
8. I recognize how my previous experiences influence how I see things now.
9. I can identify my emotions when interacting with others.
10. I provide clear feedback based on observable data.
11. I use active listening skills to demonstrate interest in others.
12. I suspend judgment in order to try to understand another's perspective.
13. I notice when I disagree with someone.
14. I can manage my negative and strong reactions when interacting.
15. I am able to work with someone who seems resistant or defensive.
16. I am present and attentive when communicating with someone.
17. I can put distractions aside as I communicate with others.
18. I am clear in expressing my ideas.
19. I manage my emotions effectively, especially anger and fear.
20. I demonstrate openness in sharing information and keeping people informed.
21. I generally assume that others have positive intentions.
22. I am aware of my strengths as they relate to interpersonal communications.
23. I am conscious of my impact on others.
24. I am open to considering new perspectives.
25. I am comfortable in making agreements with others.
26. I recognize the importance of influencing.
27. I look for win/win solutions

Reflections

Module Six—*Practice Using the OASIS Moves and Reflection*

1. What are challenging situations communicating to you?
2. How are you communicating with authority figures? What will support you?
3. How will you approach resistance and power struggles?
4. How can you use humor in communicating effectively?
5. What practices will support you developing an Open Mindset and the OASIS Moves?
6. What successes have you experienced communicating with others?
7. What habits will you continue to build?