

EDDP 705 Assignment 2.1

Style Under Stress and Dialogue Skills

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Submitted in partial fulfillment of the requirements for the degree of

Doctor of Education in Organizational Leadership

January 18, 2025

## Overview

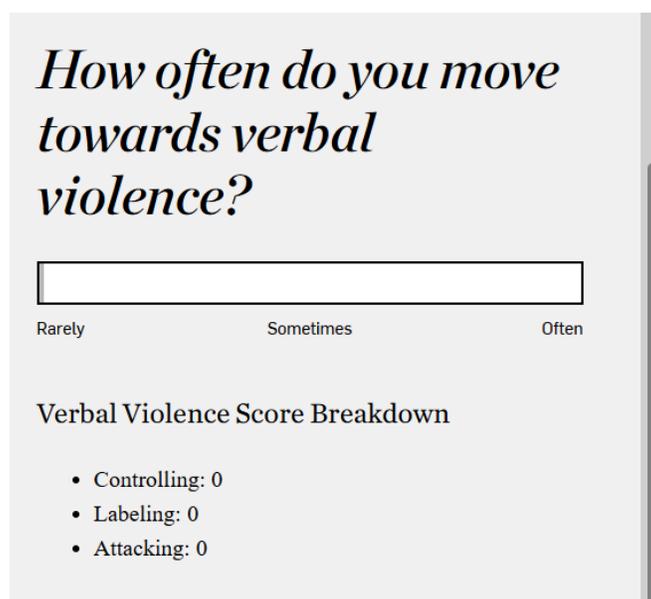
The first section below presents my Style Under Stress and Dialogue Skills scores. The following section presents my review of my Style Under Stress scores for areas of strength and growth. The section also presents my reflection on my Style Under Stress scores. The final section presents my review of my Dialogue Skills scores for areas of strength and growth. The section also presents my reflection on my Dialogue Skills scores. The focal relationship for both Style Under Stress and Dialogue Skills is my brother and work colleague, David.

### Style Under Stress and Dialogue Skills Scores – Presentation

This section reviews my scores for Style Under Stress and Dialogue Skills. My reflections on these scores are reserved for the following section of this assignment. My overall Style Under Stress score for Verbal Violence was 0. I scored 0 for Controlling, Labeling, and Attacking (see Figure 1). My overall Style Under Stress score for Silence was 0. I scored 0 for Masking, Avoiding, and Withdrawing (see Figure 2).

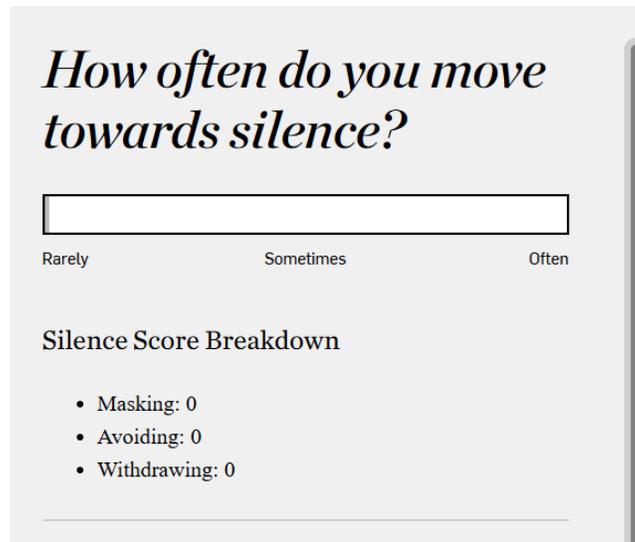
#### Figure 1

*Style Under Stress Scores for Violence in My Relationship with David*



## Figure 2

*Style Under Stress Scores for Silence in My Relationship with David*



My median Dialogue Skills score was 2, with six scores of 2 and three scores of 1 (see Figure 3). I scored a 2 for Learn to Look, Make it Safe, State my Path, Explore Others' Paths, Retake Your Pen, and Move to Action by indicating false for every item associated with each dialogue skill. I scored a 1 for Choose Your Topic, Start with Heart, and Master My Stories, by indicating true for one item and false for the second item, for each of these dialogue skills. For Choose your Topic, I indicated true for item 13, "I sometimes find myself having the same conversation with the same person multiple times." For Start with Heart, I indicated true for item 16, "Sometimes I decide that it's better to keep the peace than share my views." For Master My Stories, I indicated true for item 17, "When talking about sensitive subjects, my emotions often get the best of me."

### Figure 3

#### *Dialogue Skills Scores in My Relationship with David*

### *Dialogue Skills Score*

Now look at how well you use the [Crucial Conversations](#) skills. If you scored one or two, you're doing alright in this area—at least in the scenario you had in mind when answering the questions. If you scored zero, you should pay special attention to the corresponding chapter in the book—or [attend a course](#).

Choose Your Topic (Chapter 3): 1

Start with Heart (Chapter 4): 1

Master My Stories (Chapter 5): 1

Learn To Look (Chapter 6): 2

Make It Safe (Chapter 7): 2

STATE My Path (Chapter 8): 2

Explore Others' Paths (Chapter 9): 2

Retake Your Pen (Chapter 10): 2

Move to Action (Chapter 11): 2

### **My Style Under Stress in My Relationship with David – Review and Reflection**

My score of 0 for every item for Violence and Silence suggests that I rarely use any of the Violence and Silence strategies in my dual relationship (family and work) with my brother David. This result is appropriate with my experience with David in both work and family contexts. At work, I do not recall having ever used any of the three Violence or Silence communication styles with him. In family settings, I do not recall having ever used any of the three Violence or Silence communication styles with him. Therefore, I was not surprised by the results. In my interactions with David, I rarely if ever do any of the following:

- Rather than tell David exactly what I think, sometimes I rely on jokes, sarcasm, or snide remarks to let them know I'm frustrated. (Item 1, Violence)
- When I've got something tough to bring up to David, I understate it rather than share my full opinion (Item 2, Violence)
- Sometimes when David brings up a touchy issue, I try to change the subject (Item 3, Violence)
- When it comes to dealing with difficult subjects with David, sometimes I steer the conversation to safer issues rather than address what really concerns me (Item 4, Silence)
- At times I avoid situations that might bring me into contact with David because I am having problems with him (Item 5, Silence)
- I put off getting back to David sometimes because I'm uncomfortable dealing with him (Item 6, Silence)

My “growth area” in response to my Violence and Silence scores is to remain aware of the six ways I can move towards Violence and Silence in my relationship with David. Though I am not currently doing so, remaining vigilant may alert me if I ever move towards Violence or Silence in stressful situations with my brother and work colleague, David.

### **My Dialogue Skills in My Relationship with David – Review and Reflection**

My score of 2 for Learn to Look, Make it Safe, State My Path, Explore Others' Paths, Retake Your Pen, and Move to Action indicates that these are dialogue skills I exercise in my relationship with David. I was not surprised by these results, because I do not recall ever exhibiting the dialogue deficiencies represented by Items 19-30. Nor was I surprised by my scores of 1 for Choose Your Topic, Start with Heart, and Master My Stories with regard to my

work and family dialogues with David. For Choose Your Topic, I have found myself having the same work conversation multiple times with my brother David. I believe that this is a function of our dual relationship. While I am David's work partner, I am also his brother, which may lead to lowered due diligence from time to time. As a family member, David may feel more job security than if he were working for someone outside the family. For Start with Heart, I sometimes decide that it is better to keep the peace with David than to share my views. For example, when we disagree about a family matter, I have occasionally withheld my view to ensure we work well together at the office. For Master My Stories, I sometimes get emotional when talking about sensitive subjects with David.

My growth areas are Choose Your Topic, Start with Heart, and Master My Stories. For Choose Your Topic, I believe the best strategy is to identify for David the real issue: that we are brothers, and it sometimes confounds our work relationship. When having this discussion with David, I will not bring up every instance in which I have had to have the same conversation with him more than once. Rather, I will simply bring up the most recent instance. I will take responsibility for the problem and inform him that I will work to resolve the issue of repeated conversations.

For Start with Heart, I believe the best strategy is to not keep the peace (not regularly, anyway) by expressing my difference of opinion in such a way that reframes the issue in such a way that shows we really have the same goal. This way, we will be able to have a less argumentative and more constructive discussion of how best to reach that goal. My strategy for Choose Your Topic will help here, too, because by dividing our family and work relationships, we may become less heated when we disagree about a work situation.

For Master My Stories, I must become more diligent at recognizing my own feelings in the moment, to avoid becoming emotional. When I have a strong negative emotional response to something that David says, I will first acknowledge that David is not directly trying to evoke a negative emotional response from me and, therefore, he is not doing anything to me that is negative per se. Instead, I will appreciate the negative emotions I feel as an indication that I must deconstruct what he is saying to frame it more objectively. When this occurs, I may be able to separate the facts from my feelings and respond with less negative emotion.