



Avoiding the Middle Finger

A Primer for Strengths-Based Relationships

Your *CARE* Starts Now!
ncgcare.com



Imagine this scenario...



Result...?

My middle finger
SALUTES YOU.

Introduction

*It's not always what you say
that matters...
but what you don't say.*

What you will learn today

- The issues that get in the way of building and maintaining relationships
- The power of strength-based approaches
- How to adopt a strengths-based perspective and apply strengths-based strategies



*Roadblocks to Effective
Communication*

Why Can't We Relate?



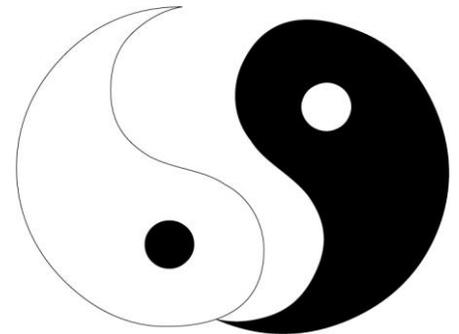
What gets in the way?

Issues and Roadblocks



Negative Emphasis/Deficit-Based

- **Focusing on negatives in treatment**
 - *Isn't that our job?*
- **The Fixer**
 - Solution focus as a rationalization
 - *We all want to be right*
 - *Manager vs. Coach*
 - *Prevents interpersonal harmony*



“It’s not about the nail...”



The “Lenses” We Look Through

Assumptions, Biases, Projections



Passive-Aggressiveness



Passive Aggressiveness

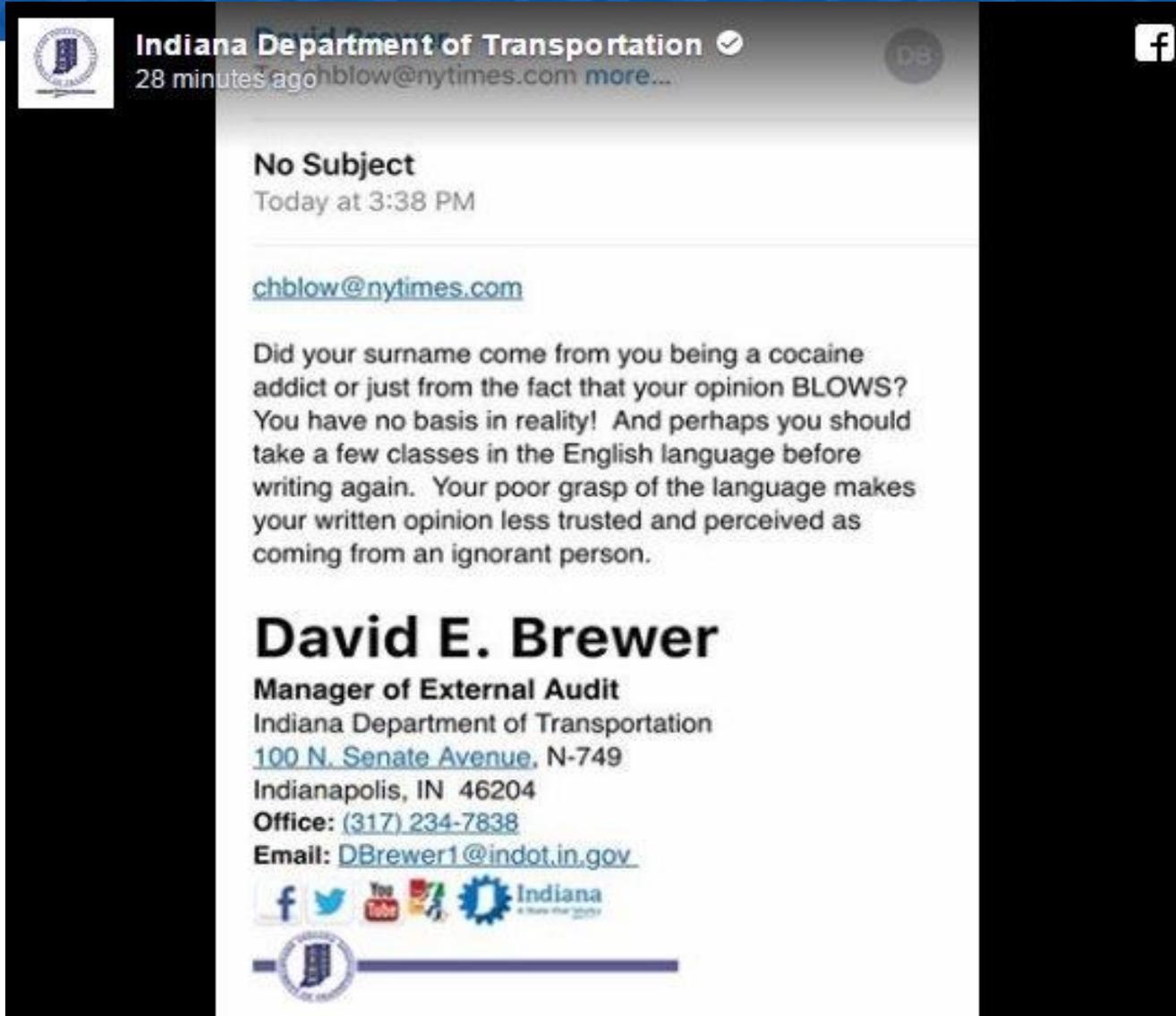
- There is a land called *Passive Aggressiva*
- Creates hostility
- Ensures confusion about intent
- Prevents trust



It's not what you say, it's how you say it...
or don't.



A Quick Note on the “Written Word.”



 **Indiana Department of Transportation** ✓
28 minutes ago chblow@nytimes.com more... DB 

No Subject
Today at 3:38 PM

chblow@nytimes.com

Did your surname come from you being a cocaine addict or just from the fact that your opinion BLOWS? You have no basis in reality! And perhaps you should take a few classes in the English language before writing again. Your poor grasp of the language makes your written opinion less trusted and perceived as coming from an ignorant person.

David E. Brewer
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  **Indiana**
It's how we grow.



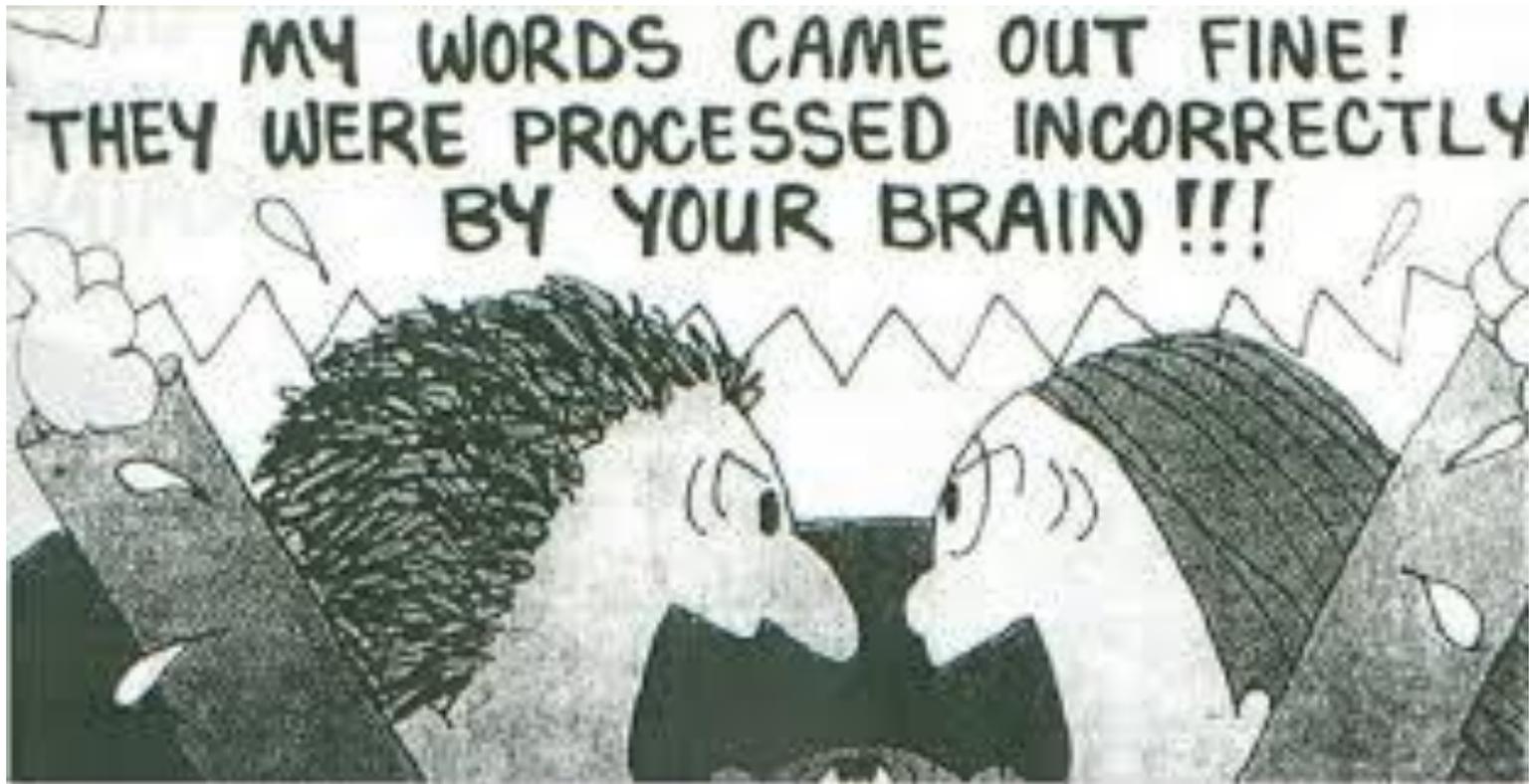
The “rittin” word!

Texting is a brilliant way to miscommunicate how you feel, and misinterpret what other people mean.

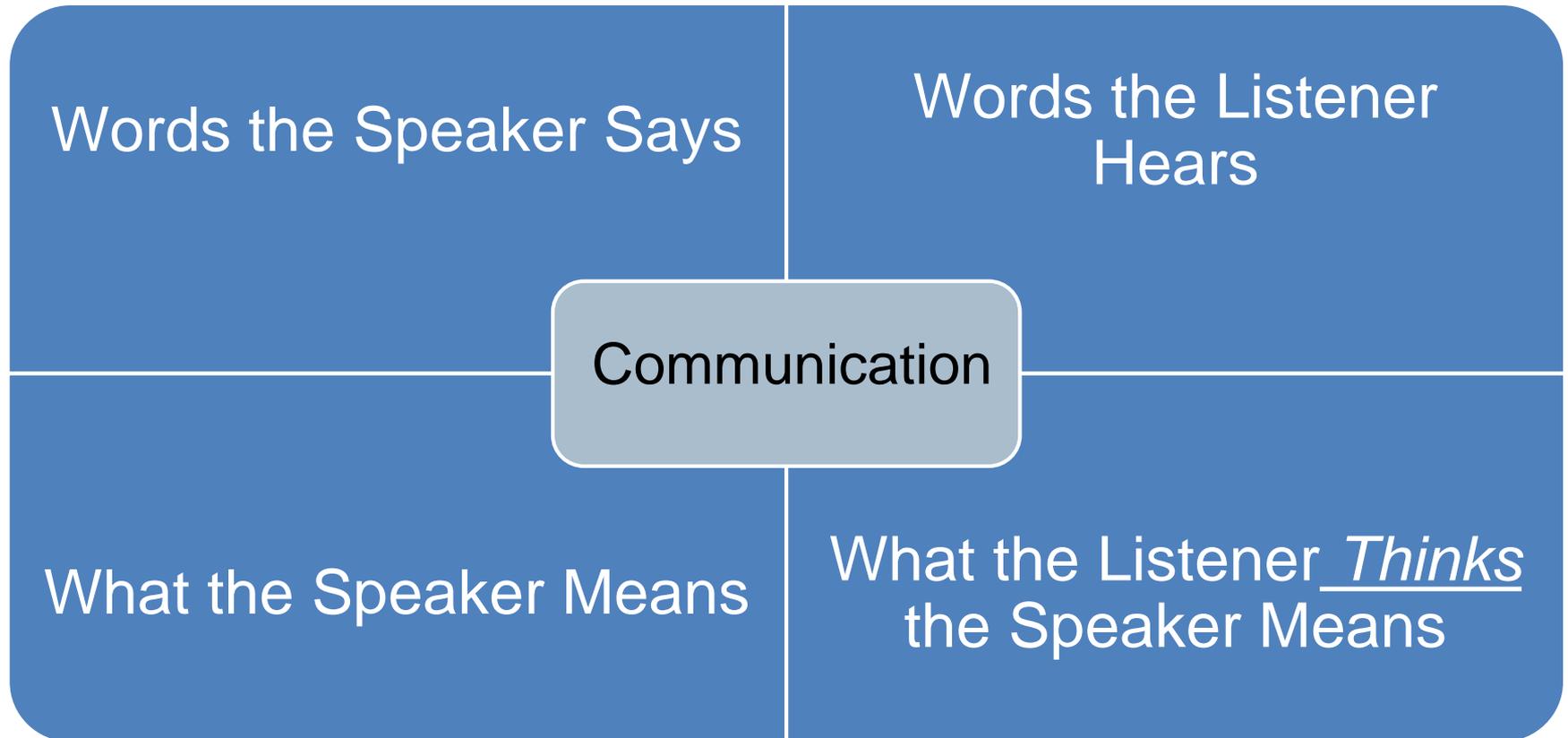
**I like
cooking my family
and my pets.**

**Use commas.
Don't be a psycho.**

Where Communication Can Go Wrong



Where communication can go wrong



Final result?

Increased Stress



Another way...

A Strengths-Based Approach



Strengths-Based: *A Brief History*

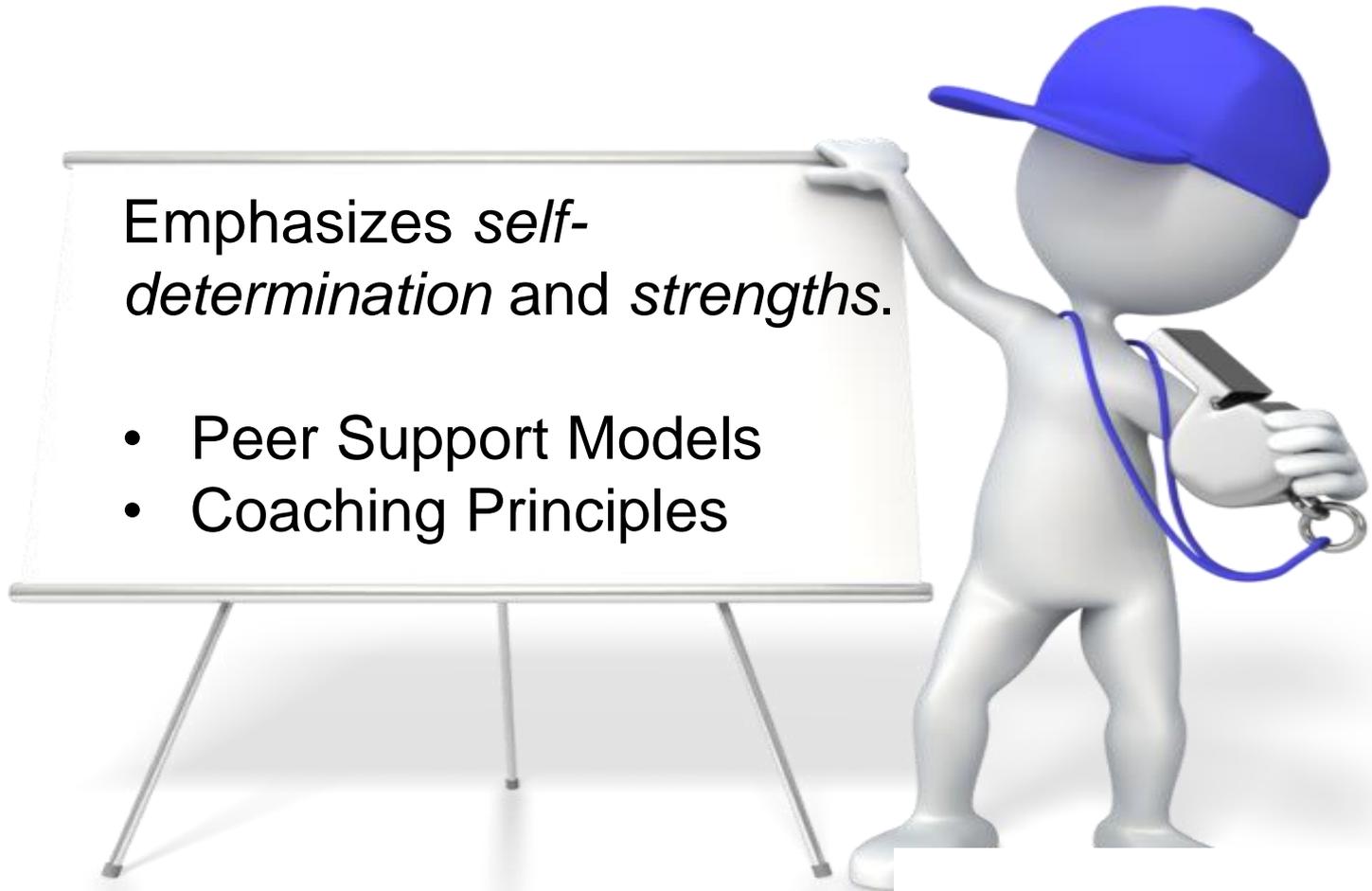
- Often credited to Social Worker Bertha Reynolds who believed we were being ***too analytical*** with clients
- Later developed at the University of Kansas by Dennis Saleebey, Charles Rapp, and Ann Weick
- Applied in the sectors of service and business, and in life (A perennial approach)



A Social Work Practice Theory

Emphasizes *self-determination* and *strengths*.

- Peer Support Models
- Coaching Principles



Strengths-Based vs Deficit-Based

Strengths-Based Concepts

- Engage
- Persistent
- Celebrate (successes)
- Empower
- Process-focused
- Dynamic
- Unique
- People's context is primary

Deficit-Based Concepts

- Intervene
- Resistant
- Punish (non-compliance)
- Control
- Behavior-focused
- Static
- Deviant
- Professional's context is primary

The Importance of Engagement (*and how to do it...*)

***This is a strengths-based exploratory process,
so...first, be Intentional and Deliberate!***

- Stance of informed, respectful curiosity
- Ask different questions
- Ask questions differently



S-BEP



S-BEP: *Stories and Challenges*

Ask questions that invite people to share their stories *and* enable them to clarify the challenges:

- *What's happening? How do you feel about this? How long has this been a concern for you? How is it affecting you and others...?*

S-BEP: *Picture of the Future*

Ask questions that help people explore their aspirations, dreams, interests and goals:

- *What do you want to be happening instead? What will it look like when this challenge is addressed...”*
- *The “Miracle Question”*



S-BEP: *Strengths and Exceptions*

Ask questions that help people explore their strengths and the exceptions to the challenge:

- *What strengths/resources do you have that might be helpful to you? What do you do well?*
- *What is happening when the challenge is not present?*

S-BEP: *Other Resources*

Ask questions that help the person identify resources that might help them reach their goals:

- *Who else might be able to help? What other skills and resources might be helpful?*

S-BEP: *Plans and Next Steps*

Ask questions that enable people to specify concrete steps toward their goals:

- *What steps can be taken given your picture of the future, strengths and resources? Who will do what? How? By When?*



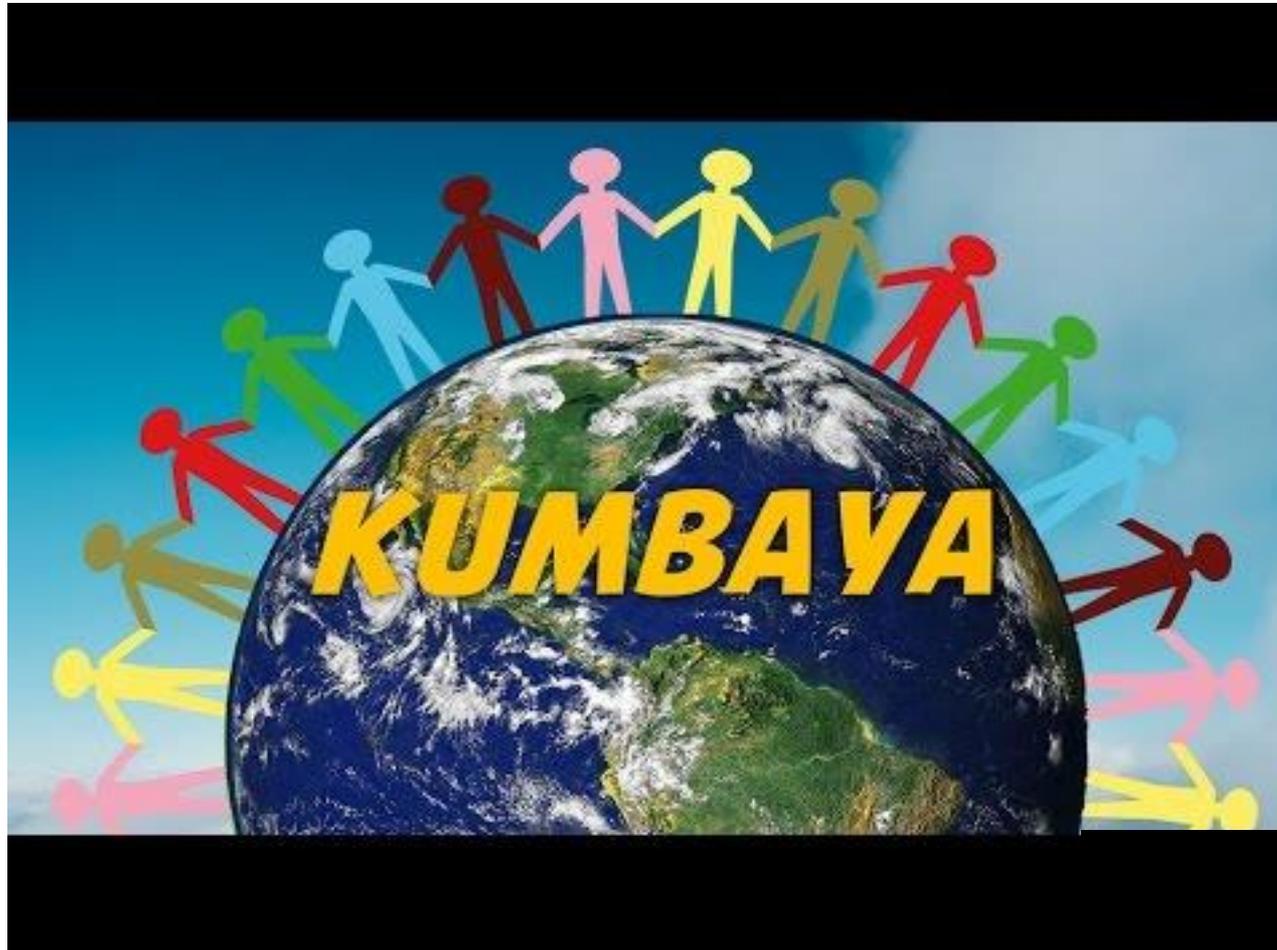
Let's try that interview again...



Anyone thinking...?

- “I do this already.”
- “I can’t do this...it’s “soft” and I need to be tough on these kids.”
- “This approach lets people “off the hook” and removes responsibility.”
- “They’re just flat wrong...too much is riding on this decision. I have to win.”

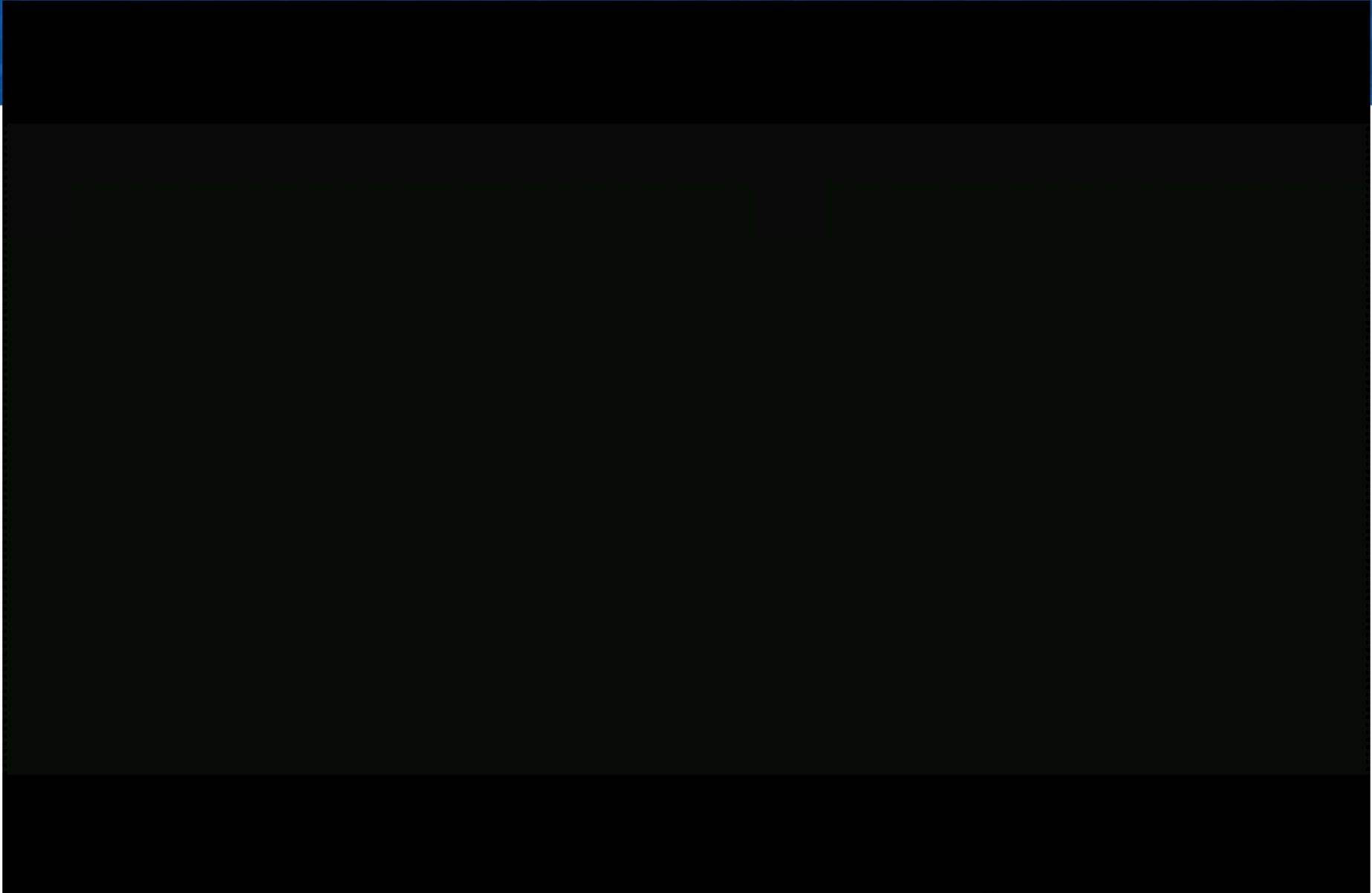
What Strengths-Based is NOT



*A need for strengths
and hope*

Now, more than
ever, why this
matters...

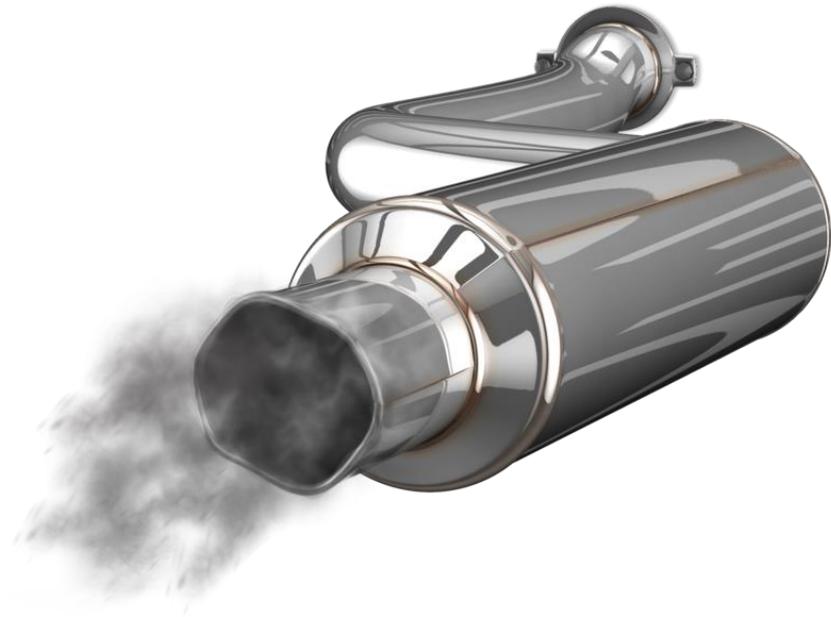




Civility Lost



TIC and Cultural Humility: *What lens are you looking through?*



Hope

“Hope IS BEING
ABLE TO SEE THAT THERE
IS light DESPITE
ALL OF THE DARKNESS.”

Desmond Tutu

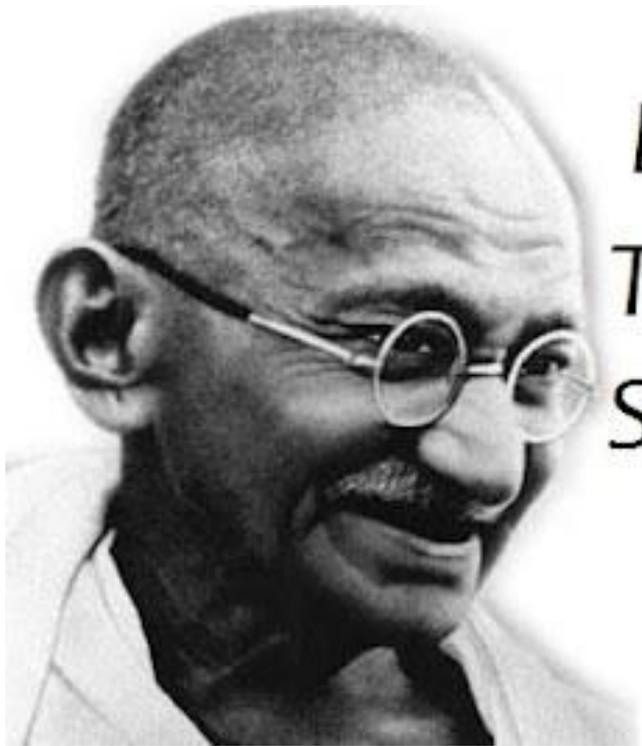
www.ChristinDitchfield.com



**Where there is no vision,
there is no hope.**

George Washington Carver

Conclusion



Be The *Change*
That You Want to
See In The World.

My Middle Finger Thanks You!

