

CULTIVATING COMMUNITY CARE THROUGH RELATIONAL PERSPECTIVE: WORKPLACE LOVE LANGUAGES

University at Buffalo
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Student Life





LAND ACKNOWLEDGEMENT

We would like to acknowledge the land on which the University at Buffalo operates, which is the territory of the Seneca Nation, a member of the Haudenosaunee/Six Nations Confederacy. This territory is covered by The Dish with One Spoon Treaty of Peace and Friendship, a pledge to peaceably share and care for the resources around the Great Lakes. It is also covered by the 1794 Treaty of Canandaigua, between the United States Government and the Six Nations Confederacy, which further affirmed Haudenosaunee land rights and sovereignty in the State of New York. Today, this region is still the home to the Haudenosaunee people, and we are grateful for the opportunity to live, work, and share ideas in this territory.



CONFLICT OF INTEREST STATEMENT

THE PRESENTERS
HAVE NO ACTUAL
OR POTENTIAL
CONFLICTS OF
INTEREST IN
RELATION TO THIS
PROGRAM.

“Alone we can do so little,
together we can do so
much.”

~ Helen Keller

Switcheroo: Connection

Find a partner you have yet to talk to in this conference.

Find 3 similarities & 3 differences between you.

Celebrate after each identified difference!

Goals for Workshop

- Communication Styles
 - Impacts of Culture & Identity
 - Gottman & Chapman's* research
- Recognizing Barriers to Communication
- Sound Relationship Workplace





“The single biggest problem with communication is the illusion that it has taken place.”

George Bernard Shaw

CULTURAL IMPACT ON COMMUNICATION STYLES



High vs Low Uncertainty Avoidance (Hofstede, 2011)

THAT DEAF GUY

BY MATT & KAY DAIGLE

**DEAF
CULTURE 101:
GIVING
FEEDBACK**

HEARING FEEDBACK

YOU'RE DOING A GREAT JOB. HOWEVER, THE TRIM ISN'T TO MY SATISFACTION. PERHAPS IF YOU SAND IT AGAIN THE PAINT WILL GO ON MORE SMOOTHLY. BUT OVERALL IT LOOKS GREAT.



DEAF FEEDBACK

THE PAINT JOB ON THE TRIM LOOKS SLOPPY. PLEASE RE-DO IT.



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Industry vs Indulgence (Hofstede, 2011)

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Page 1 of 9 Original Research

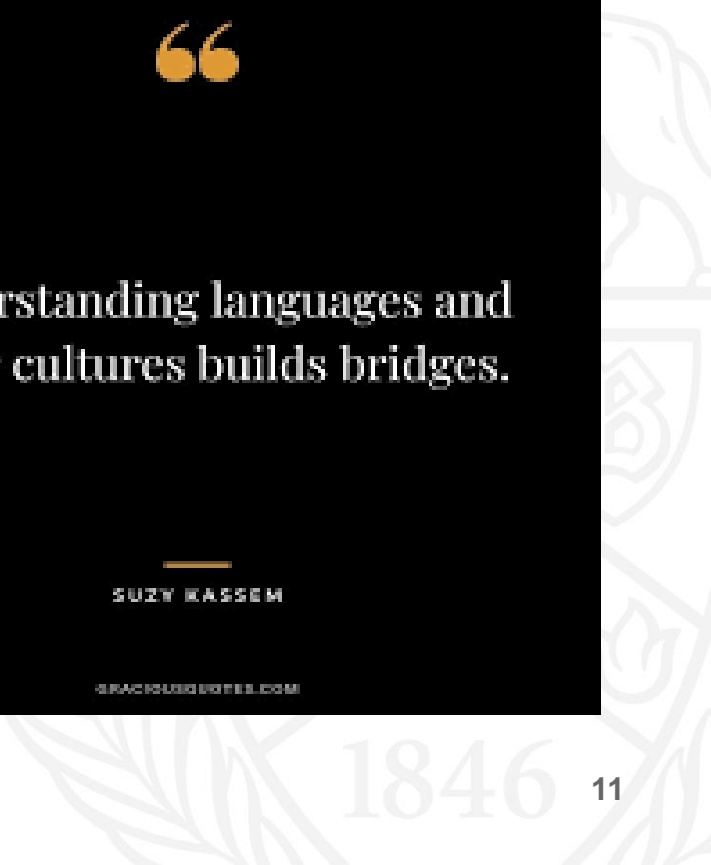
Millennials hold different cultural values to those of other generations: An empirical analysis



The Great Resignation and Quiet Quitting paradigm shifts: An overview of current situation and future research directions

Sandro Formica & Fabiola Sfodera

Polychronic vs Monochronic (Migdał, 2020)





**What the
speaker
meant to
say**

**Speaker's
Biases:**

Word Choice
Past Experiences
Tone of Voice
Body Posture
Facial Expressions
Mood

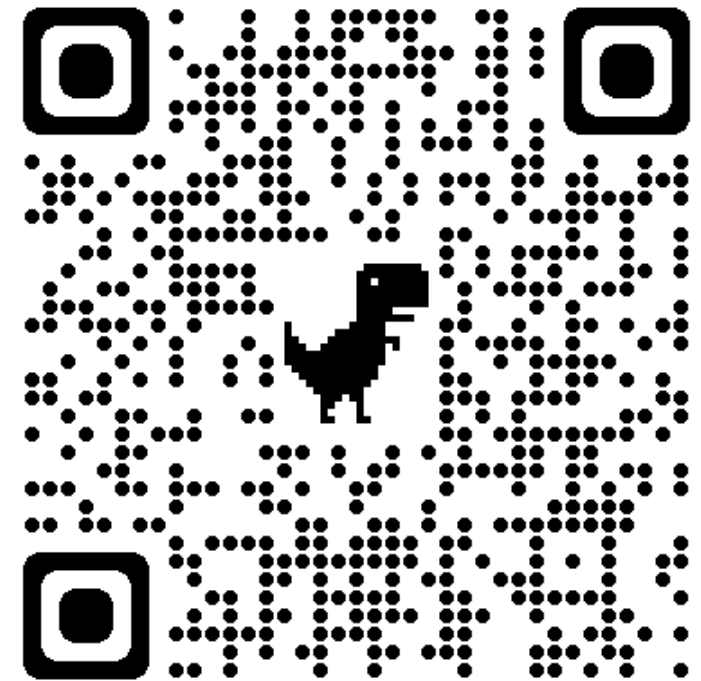
**Listener's
Biases:**

Past Experiences
World View/Filters
Education
Assumptions
Emotional State
Distractions

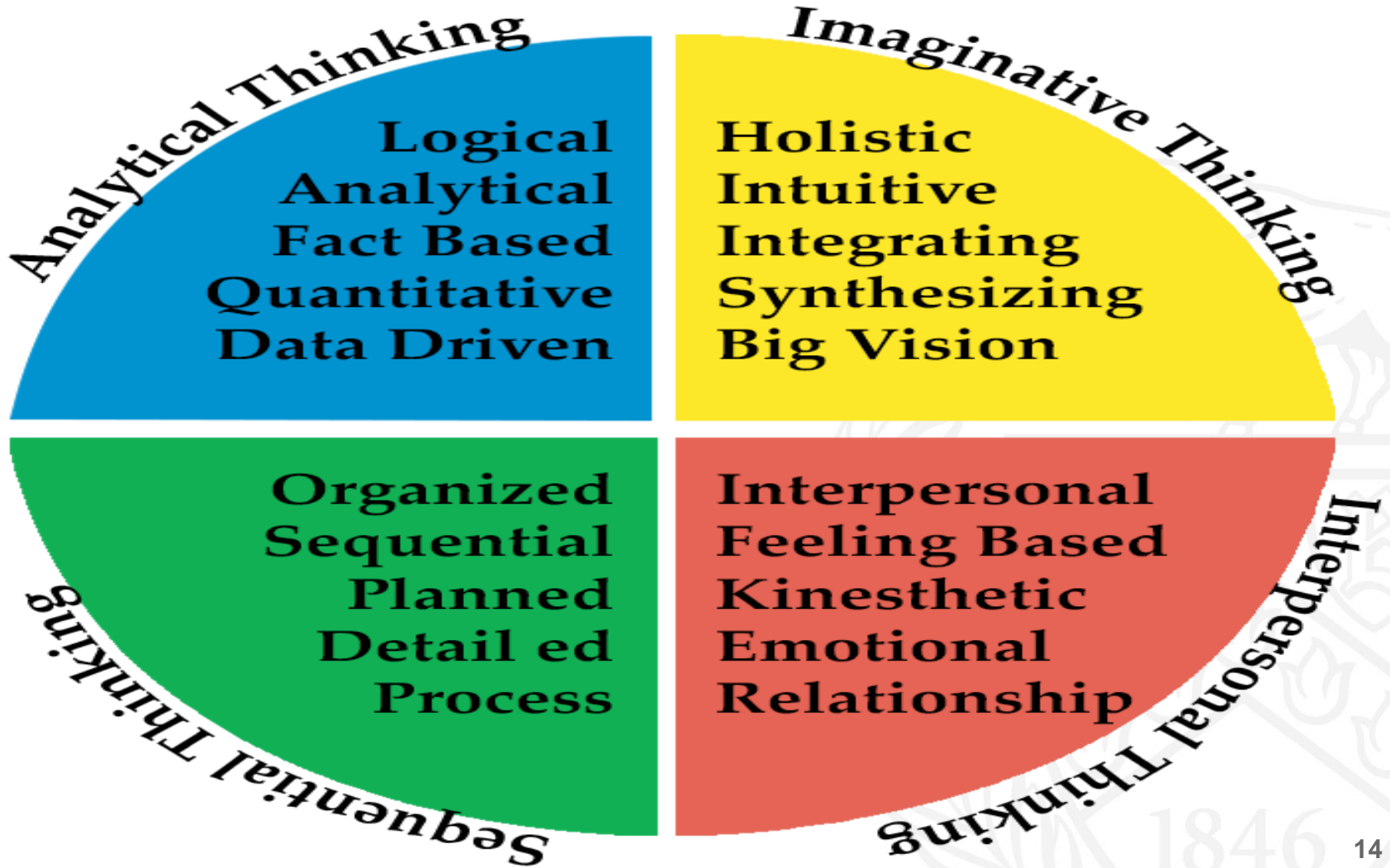
**What the
listener
actually
heard**

Switcheroo: Communication Game

1. Silently read each item and its three available interpretations.
2. Take turns reading the items aloud.
3. Your partner will try to guess which meaning you are trying to convey.



Herrmann Brain Model (Herrmann Global LLC)





The (~~Golden~~) Platinum
Rule: Treat Others the
Way THEY
Want to Be Treated

Switcheroo: PAIR & SHARE

Discuss a time where you felt valued and seen at work.

Discuss a time where you felt your needs were not met. What supports would you have liked at that time?

Chapman* and Gottman Research

- Research on couples evaluating which factors led to:
 - Longevity & Satisfaction in relationships
- Research has been applied to many different settings including the workplace:
 - **Words of Affirmation** = Feedback + Mentorship
 - **Quality Time** = Workplace Bonding
 - **Receiving Gifts** = New Opportunities + Challenges
 - **Acts of Service** = Support
 - **Physical Touch*** = Showing Up



Switcheroo: Brainstorm

Which is your top love language and how does it show in the workplace?

How would you like it to show?

Words of Affirmation = Feedback + Mentorship



Quality Time = Workplace Bonding



Receiving Gifts = New Opportunities + Challenges



Acts of Service = Support



Physical Touch* = Showing Up



THE FOUR HORSEMEN AND HOW TO STOP THEM WITH THEIR ANTIDOTE

CRITICISM

Verbally attacking personality or character.



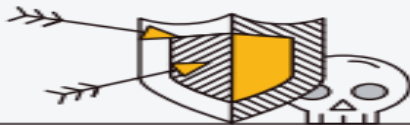
CONTEMPT

Attacking sense of self with an intent to insult or abuse.



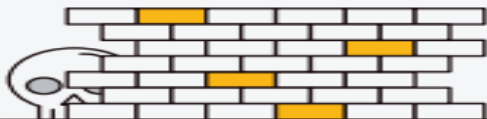
DEFENSIVENESS

Victimizing yourself to ward off a perceived attack and reverse the blame.



STONEWALLING

Withdrawing to avoid conflict and convey disapproval, distance, and separation.



GENTLE START UP

Talk about your feelings using "I" statements and express a positive need.



BUILD CULTURE OF APPRECIATION

Remind yourself of your partner's positive qualities and find gratitude for positive actions.



TAKE RESPONSIBILITY

Accept your partner's perspective and offer an apology for any wrongdoing.



PHYSIOLOGICAL SELF-SOOTHING

Take a break and spend that time doing something soothing and distracting.



Create a Shared Culture



Facilitate Career Advancement

Manage Conflict



Perception Becomes Reality

Respond and Engage



Provide Positive Feedback

Develop Colleague Maps



The Sound Relationship Workplace

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