

Read the scenarios below. For each, answer the following questions:

1. Decide what your “central point” would be when tackling this issue. Be able to state it in two sentences or less.
2. Imagine that you are several minutes into the conversation, and your conversational partner has a sudden outburst, calling you a fool and saying you are wrong about everything. You respond, “I’m not trying to make you upset, and name-calling won’t get you anywhere. We both want to have a respectful conversation, so let’s focus on that.”
 - a. How effective do you think this response would be? Explain your reasoning.
 - b. What could you change or add to make the response more effective? (*Note: this question is relevant even if you felt that the original message was effective. All things can be improved upon.*)
3. Using Feel, Felt, Found
 - a. Is there an opportunity to use the FFF technique in this scenario? Why or why not?
 - b. Assume you *do* believe there is a place for FFF in this scenario. Work to come up with the phrasing you would use.
 - c. Assume you *do not* believe there is a place for FFF in this scenario. How do you think the person would react to the comments developed in the previous question?

SCENARIO 1

EDIT FROM THE PRESENTER:

Regarding these scenarios: individual contributors, I encourage you to try your hand at both, because it is good to think things through and be prepared. That in no way implies that you are responsible for fixing problems above your pay grade. Managers, do both scenarios. You are responsible.

If you are an individual contributor (which is to say, a non-manager), and you are dealing with an extreme example of problematic behavior, you may choose to engage in a difficult conversation with a coworker to help them see the flaws in their behavior. You may choose instead to bring the problem to the attention of HR or your manager. You may choose to do none of that. It is your choice, not your responsibility. If you do choose to engage in one of those conversations, I encourage you to use the strategies we discussed in the presentation, including attempts at empathy and the understanding that they may not be able to change immediately.

If you are part of management, it is unequivocally and absolutely your job to ensure a respectful work environment. You must engage in these difficult conversations. If an employee brings you a problem related to harassment or discrimination, do not attempt to bump the problem back down to the employee.

You were recently hired at a new library. You noticed very quickly that one of the long-time employees, a man in his 60's, makes inappropriate comments of various types. In particular, he says things that can be interpreted as sexist. Examples:

- He collectively refers to his female coworkers as "the girls."
- He and a female coworker were both available at the desk. When a male patron walked up to her to get help, he joked, "Oh sure, go to the pretty one."
- He once commented that he prefers working for a "level-headed man."

You have decided that you need to have a conversation with this coworker. (*Note: feel free to invent a reason why you are the one to tackle this conversation. Maybe you are now the manager; maybe the manager is ineffectual, which makes you feel obligated to do something; maybe you are one of the women he has made comments to.*)

SCENARIO 2

A patron owes over \$150 in lost item fees. This is someone who is well-known at your library. They are known to be argumentative, loud, and angry. In the past, they have claimed they did not lose items even when there was significant evidence to the contrary. Because they are such a headache, they have successfully convinced staff to waive fees like these more than once in the past. Today, they come in to argue about the current fees, and you are the one at the desk when they arrive.