OVMA Breakout Session

Key Insights

From the *Great Morale Series*

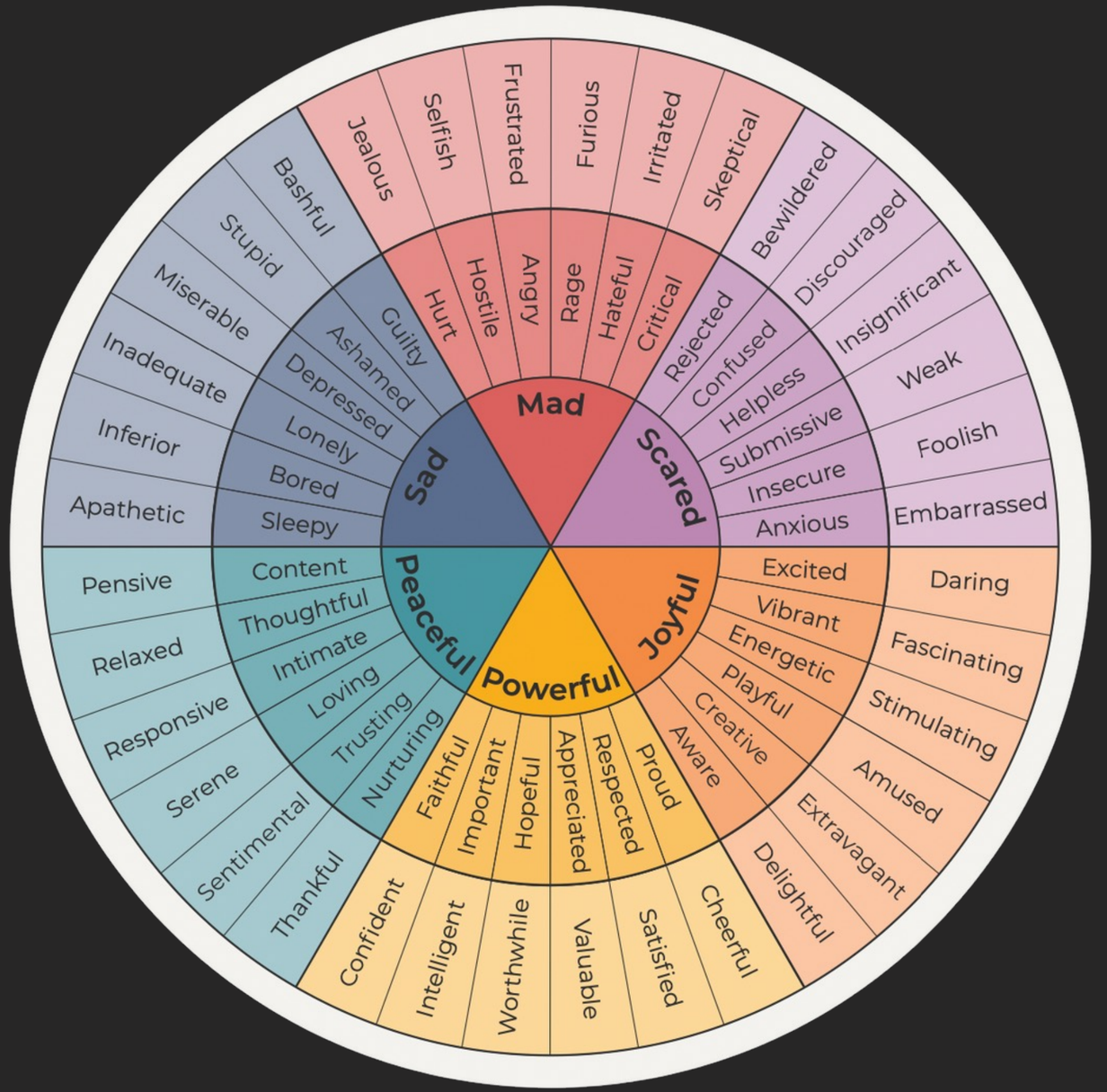
with Sarah McVanel

CANADA'S RECOGNITION EXPERT

Bite sized Insights from our most popular virtual program

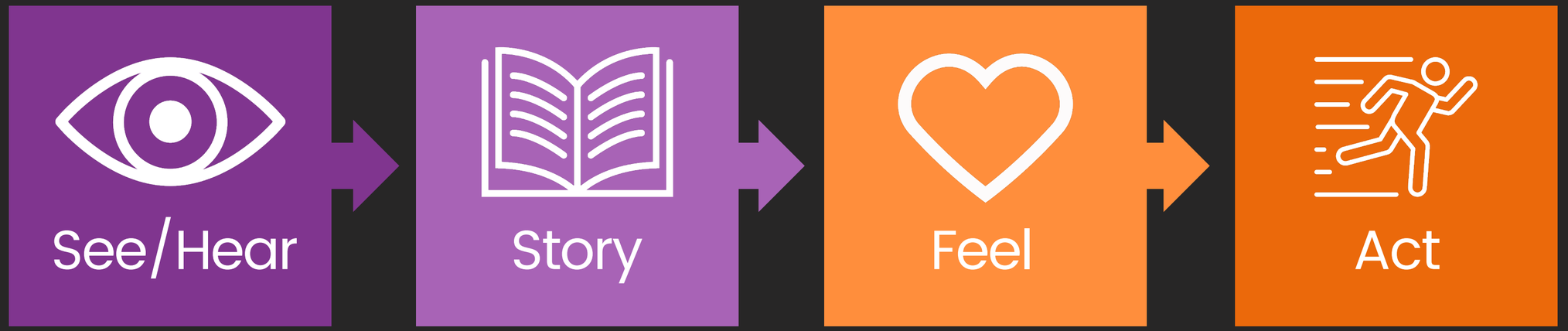
Where shall we focus our time?

The *feeling* wheel



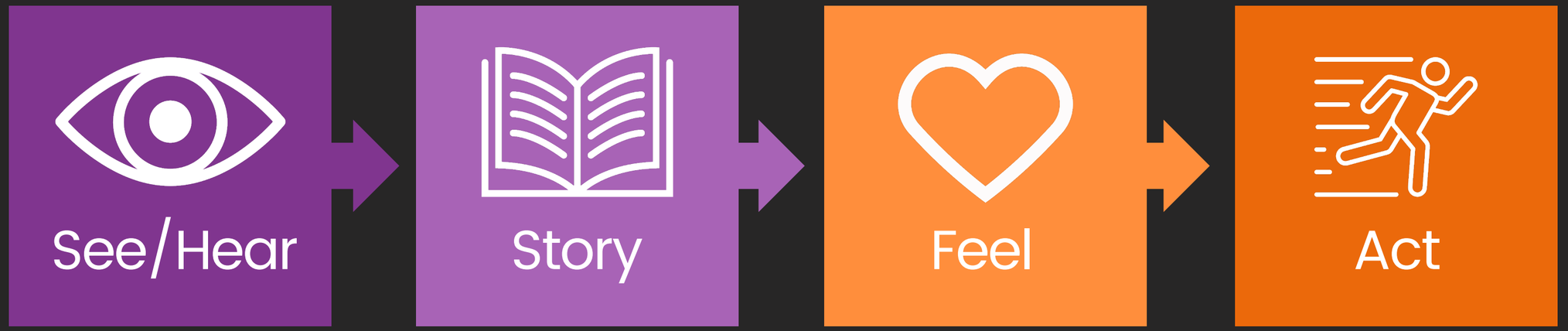
Credit: Gottman Institute

Retracing Your Story



Credit: Grenny, Patterson & Switzler, *Crucial Conversation*

Retracing Your Story



What did you see or hear?

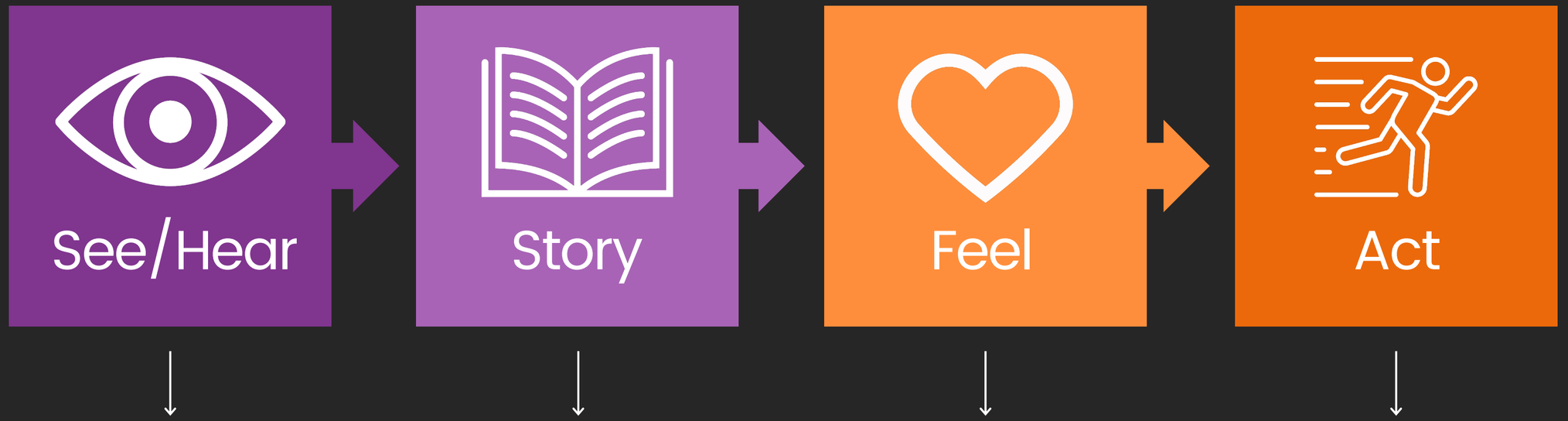
What story formed from what you saw/heard?

What did you feel as a result?

What action (or inaction) did you take as a result?

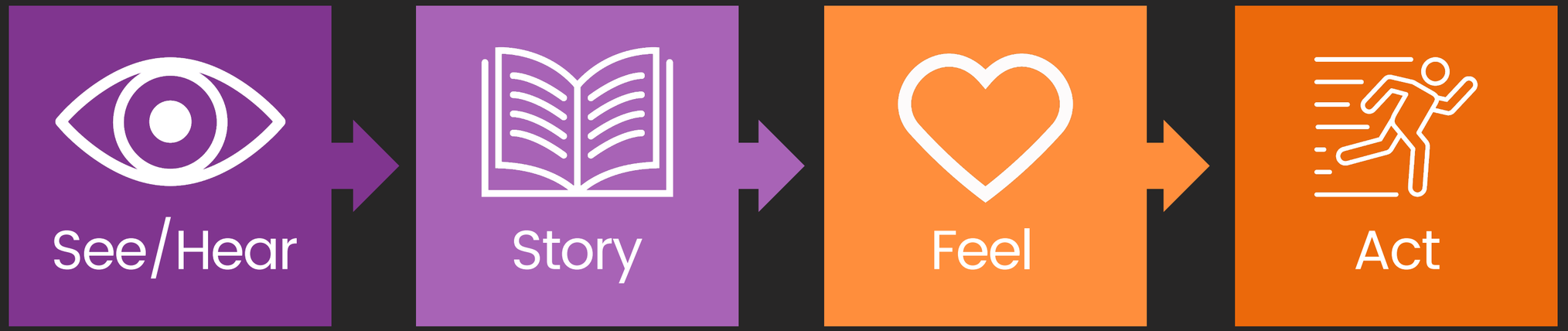
Credit: Grenny, Patterson & Switzler, *Crucial Conversation*

Retracing Your Story *in Action*



Credit: Grenny, Patterson & Switzler, *Crucial Conversation*

Retracing Your Story



What ELSE did you see or hear?

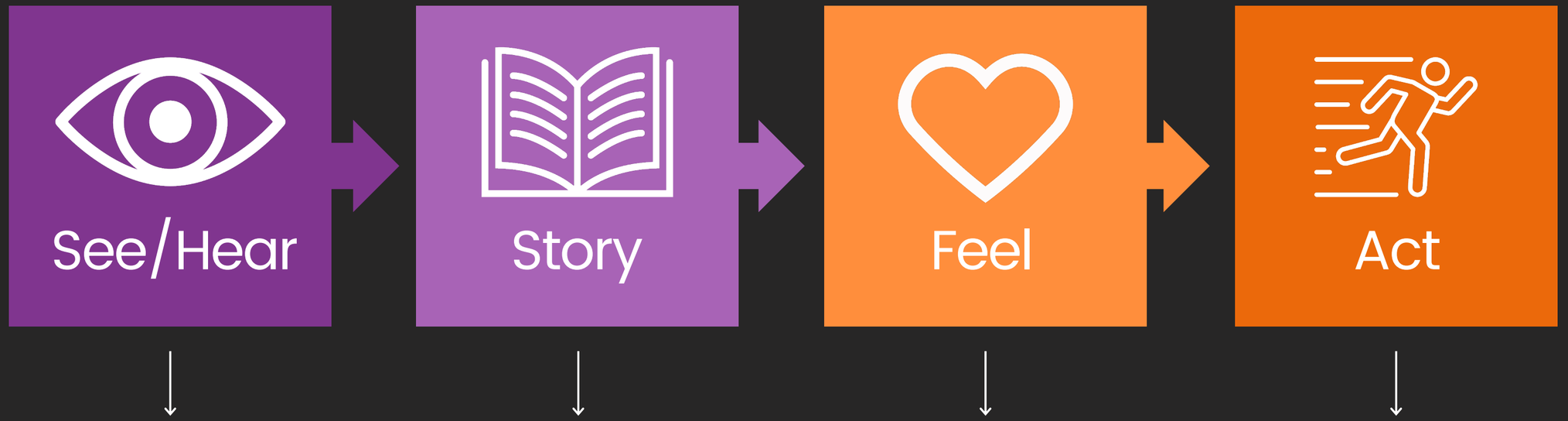
What OTHER story did you form from what you saw/heard?

What ELSE did you feel as a result?

What action (or inaction) MIGHT you take as a result?

Credit: Grenny, Patterson & Switzler, *Crucial Conversation*

Retracing Your Story *in Action*



Alex was distracted by something on their phone.

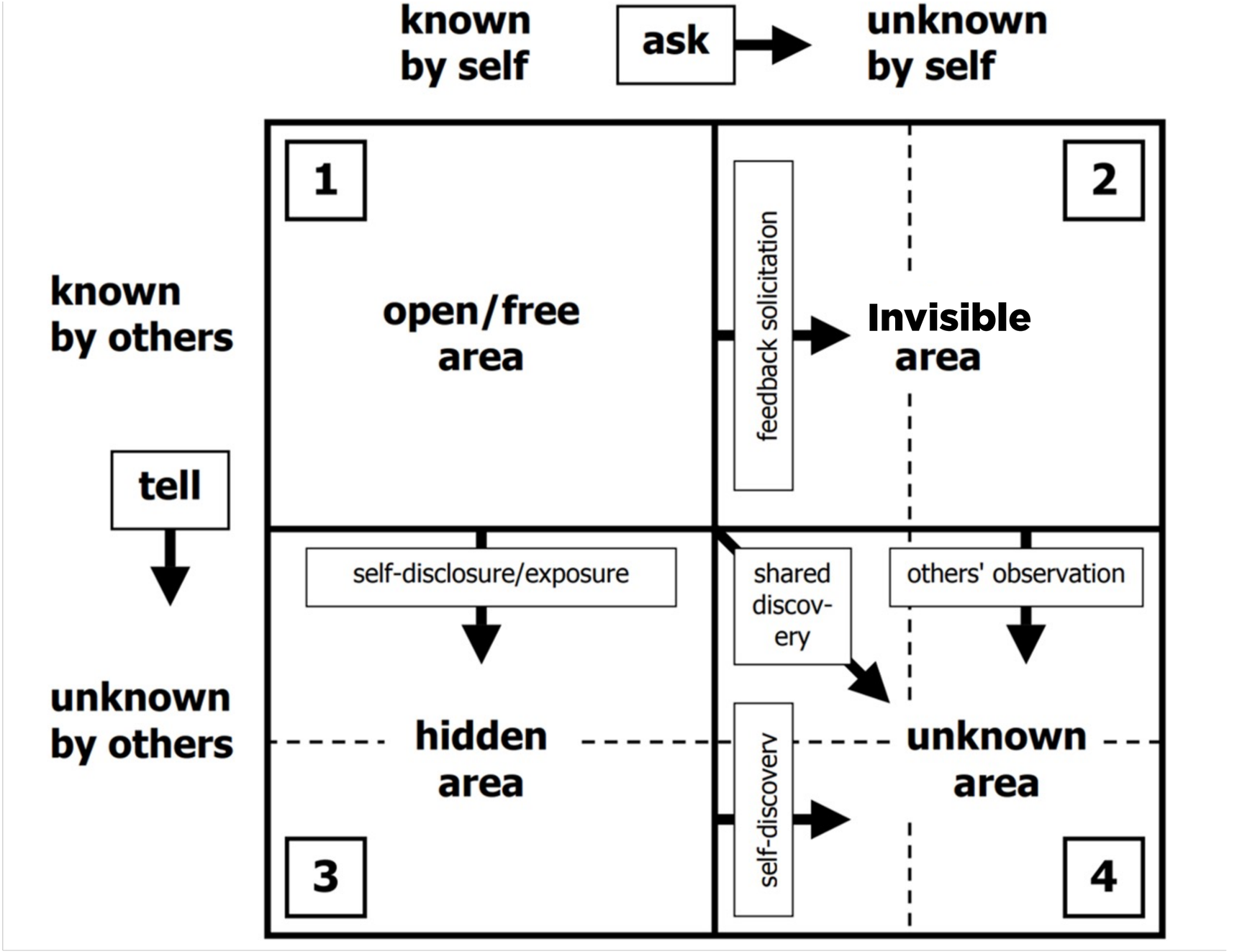
Alex was focused on an urgent message and didn't notice me.

I felt curious and a bit concerned

I might check in with Alex later and ask if everything's okay.

Credit: Grenny, Patterson & Switzler, *Crucial Conversation*

Johari Window



Credit: Luft and Ingham

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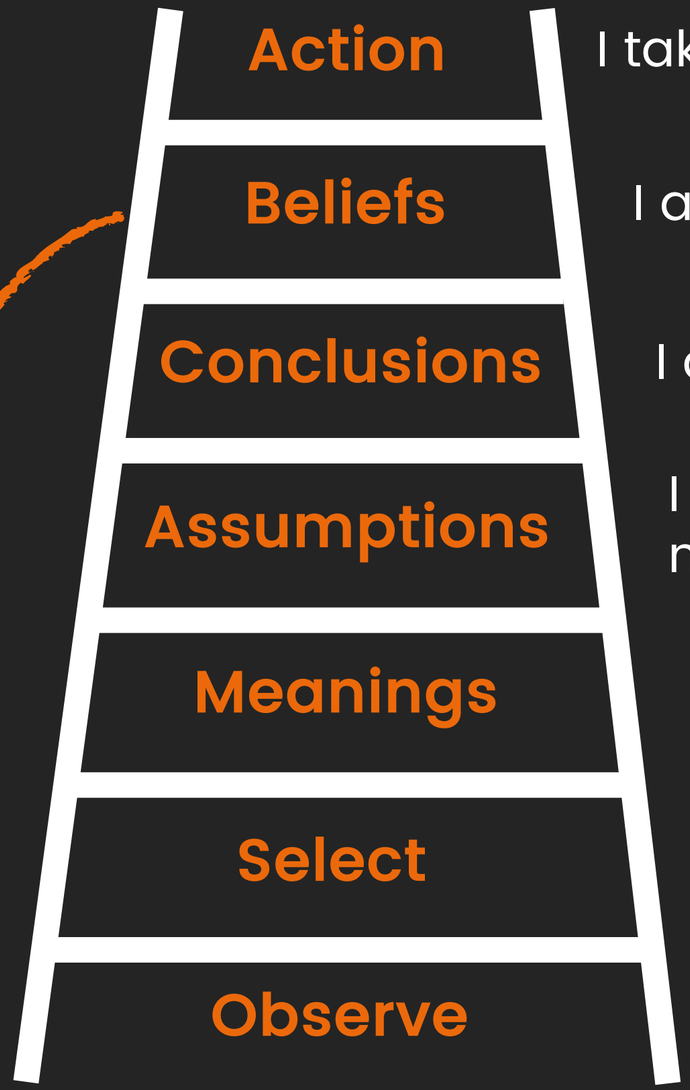
The Ladder of Inference



I take actions based on my beliefs

I adopt beliefs about the world

I draw conclusions

I make assumptions based on the meanings I added

I add meanings (cultural and personal)

I select ”data” from what I observed

Observable “data” and experiences

Our beliefs affect what data we select the next time

Credit: Chris Argyris

The Ladder of Inference *in Action*

1 **Observe**	Alex walked by me this morning and didn't say hello.
2 **Select**	I noticed Alex looked at their phone instead of at me.
3 **Meanings**	Alex was ignoring me on purpose.
4 **Assumptions**	Alex must be upset with me.
5 **Conclusions**	Alex is holding a grudge over our disagreement last week.
6 **Beliefs**	Alex is passive-aggressive and unprofessional.
7 **Action**	I decide to avoid Alex in meetings and not share project updates with them.

Recognition-Rich Feedback

1

Suggestions

2

Reasons

When we accomplish it

1. Benefit

2. Solves

3

Encouragement

Skills & Abilities

Credit: Shelle Rose Charvet, Words *That Change Minds*

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The Ladder of Accountability

Accountable

8. IMPLEMENTATION	I make it happen.
7. SOLUTIONS	I seek solutions.
6. OWNERSHIP	I take responsibility.
5. AGREEMENT	I see the problem.
4. HOPE	I am waiting.
3. EXCUSES	I am justified.
2. BLAME	I am uncomfortable.
1. DENIAL	I am unaware.

Unaccountable

Our Social Good Commitment

Choose which cause aligns with your values

Together, we make a difference

Vote → **Donate** → **Impact**

We contribute on your behalf

Vote Now

Sarah McVanel

Canada's Recognition Expert