



**Northern Illinois  
University**

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## **HRS: Supervisor Session**

**Supervisor Session**  
November 27, 2023

# 11/27 Supervisor Session



## Human Resource Updates

- 2023 Year-End Protocols
  - Payroll deadlines
  - W-2 Electronic Consent
  - Update personal information
  - AAP Finalized / AAP Training forthcoming
- 2024 Preview
  - W-2 availability will be on or before January 30, 2024
  - HR Partner Model

# 11/27 Supervisor Session



## AFSCME 1890 Collective Bargaining Settlement

- Welcome Jesse Pérez, Director of Labor Relations
  - High Level 1890 Settlement Information and Timeline
  - Management Rights / Employee Rights
  - Questions / Answers

# Professional Development Session



## High Stakes Conversations: The Basics

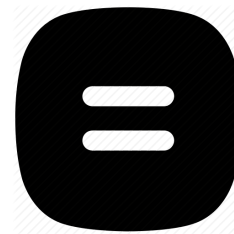


- Micro-Professional Development Session is 30-Minutes
- The session aims to provide basic tips for holding high-stakes conversations.
- A slide deck will be made available
- Additional training can be found at HRS Well-Being

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## High Stakes Conversations: The Basics



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## High Stakes Conversations: The Basics

Understanding when conversations become high stakes, emotional, or challenging. This presentation will focus on helping you identify the cues of when a conversation is about to become problematic and how to manage your behaviors during the conversation.

### *Learning outcomes:*

- Identify high-stakes, emotional, or challenging conversations
- Understand how to spot and keep in check your own emotions and behaviors during a difficult conversation.
- Learn to read your conversation partner's reactions to keep the conversation safe.

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## High Stakes Conversations: The Basics

**What are are high-stakes conversations?**

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## High Stakes Conversations: The Basics



High-stakes conversations occur when you are stuck in a conversation. There are:

- Opposing viewpoints
- An emotional stake



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## High Stakes Conversations: The Basics

High-stakes conversations are about a **singular incident**, a **pattern of behavior**, and/or how a **relationship is affected** by the situation.



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## High Stakes Conversations: The Basics

**Why are high-stakes conversations so important?**

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## High Stakes Conversations: The Basics

High-stakes conversations are so important because they affect our relationships.

When emotions are high, and viewpoints differ, we become stuck.

Knowing this may cause us to avoid those conversations or not say what we feel, believe, and value.



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## High Stakes Conversations: The Basics

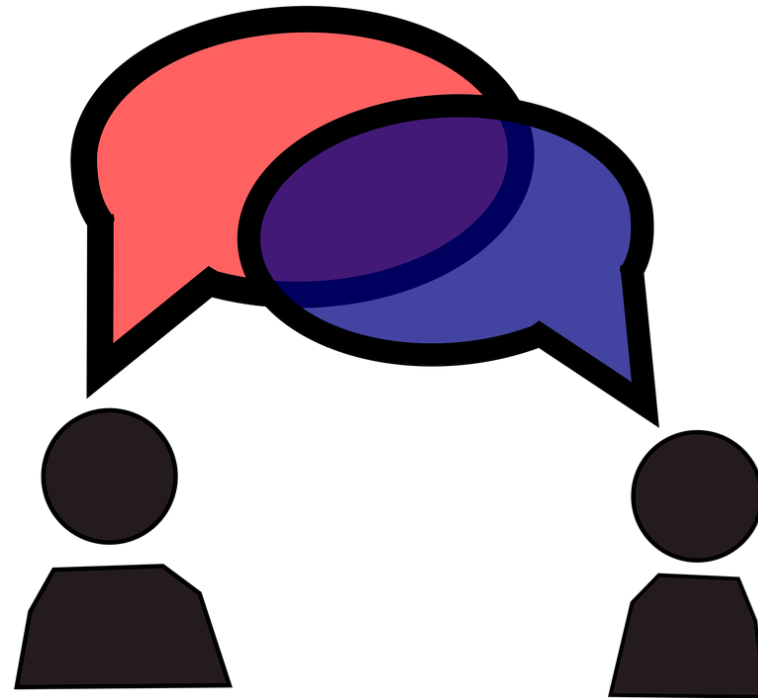
**What is the goal of a high-stakes conversation?**

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## High Stakes Conversations: The Basics

Our goal in a high-stakes conversation is to understand each party's perspective and viewpoint through **dialogue** to reach an agreement.



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## The model for high-stakes conversations



The only thing we control in conversations is our actions. High-stakes conversations are a balancing act. If we aim to maintain healthy dialogue, **we** must help make the conversation safe.

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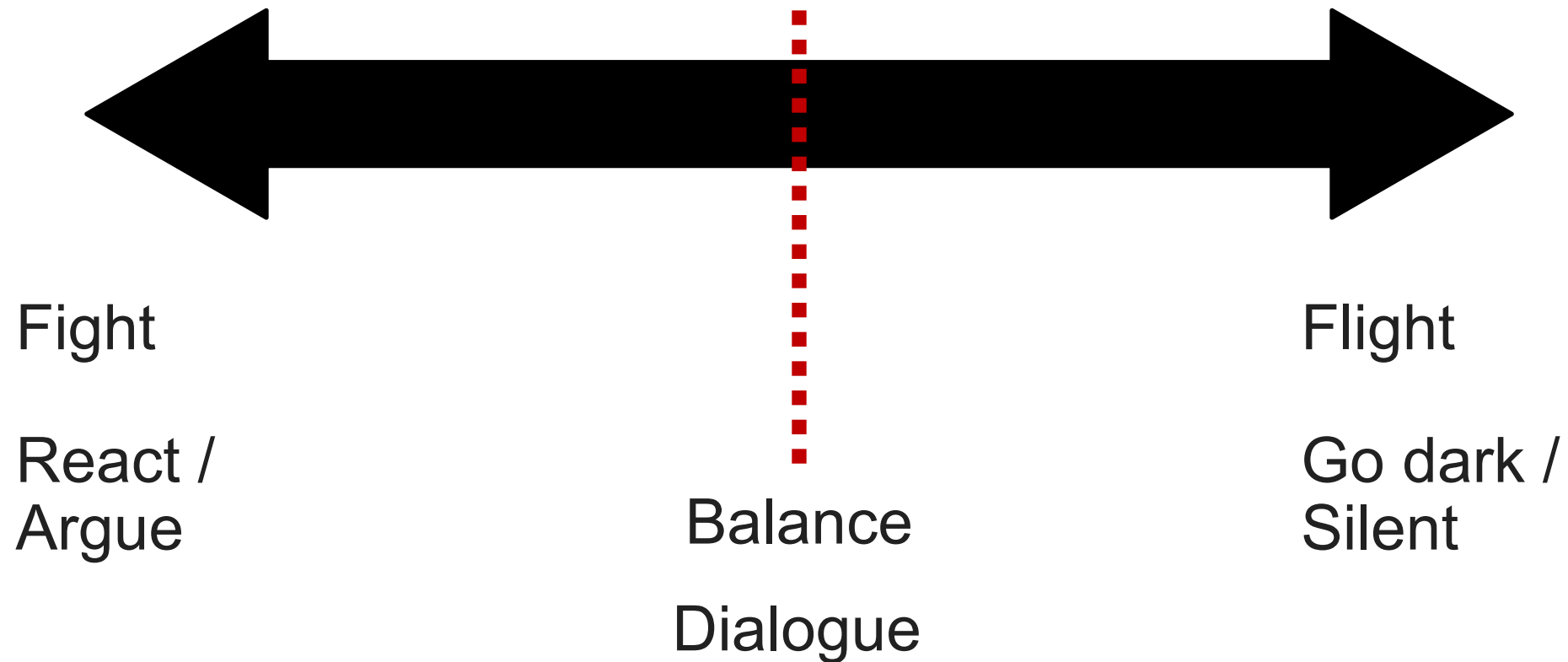
**The model for high-stakes conversations**

**Why do others not want to engage  
in high-stakes conversations?**

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## The model for high-stakes conversations





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## The model for high-stakes conversations

People are more concerned about their **perception of your** motive/intent in a conversation than they are about the content.

Only hold the conversation when you are sure your motive is toward a positive outcome—to learn, to understand, to come together with mutual purpose and mutual respect. You are not ready for the conversation if your motive is to be right, to look good, to save face, to punish, or to blame



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The model for high-stakes conversations

**So, how do we keep the balance?**

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## The model for high-stakes conversations

Consider:

- The facts of the situation
- What do those facts tell you about the situation
- How they affect the relationship
- What do you really want / your goal in the high-stakes conversation



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## The model for high-stakes conversations

What are facts?



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## Scenario 1: Facts / Perspective



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## Scenario 2: Facts / Perspective



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## The model for high-stakes conversations

- How to start the conversation:
  - Change your mindset
  - Breathe
  - Plan for / script if you have to...
  - State the facts, Tell your perspective, Ask for a Response

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## Keeping the conversation safe for dialogue



Remember: only **you** control your own reactions/words in a conversation. It is **your** responsibility to keep the conversation **safe**.



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Keeping the conversation safe for dialogue

**How do you keep  
the conversation safe?**

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Keeping the conversation safe for dialogue

**What does a safe  
conversation look like?**

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## Keeping the conversation safe for dialogue

- In the conversation
  - Listen, truly listen
  - Understand, agree (where you can), compromise when needed
  - Compare / contrast to restore balance
  - Reflect, learn, and set a path forward
  - Understand and stay focused on your own intentions



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**Thank you!**

**Questions / Comments / Feedback**

# References / Sources



- <https://hr.ucdavis.edu/news/motive-matters-productive-dialogue>
- <https://www.td.org/atd-blog/5-tips-for-mastering-crucial-conversations>
- <https://hbr.org/2015/01/how-to-handle-difficult-conversations-at-work>