



How Will We Be? **Working through the hard stuff.**

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Communication Can Be Difficult!





- We work in a feeling career.
- We all have an interest:
 - DSP
 - SSA
 - Families
- We work with other human beings.
 - They deserve our focus.



Extend the Invitation

- Declare Possibility
 - What is the future that we are committed to?
- Frame the Choice
 - We will not be angry if you choose to decline and will respect that.
- Name the Hurdle
 - We will be having meaningful and sometimes difficult conversations. We must be able to put our own interests aside for the sake of the cause.
- Reinforce Request
 - This is an option. If you decline, you will be missed but not forgotten.
- Make it Personal
 - Call, reach out individually. Make it specific to the person you want to attend.

Focus on Facilitation



Make Your Space

What helps communication flow?

What format or space is most accessible?

How do we enable effective conversations?

Everything is communication:

Furniture Placement

Visuals

Spoken Language

Body Language

Agree On The Terms

- What is our goal?
- How can we get there?
- What is going to be the most effective way?
- It is ok to have differing opinions.
- It is not ok to be disrespectful

Be Open About How You Operate

HI, MY NAME IS SARAH:

**I DO NOT PICK UP ON “CUES” OR “HINTS”

**I TEND TO LAUGH OR JOKE WHEN I AM NERVOUS

**I PREFER DIRECT COMMUNICATION

**I CAN BECOME DEFENSIVE IF I DO NOT UNDERSTAND

**I WANT TO BE SOLUTION BASED

**Person Centered Is Not
Reserved For Only The
People We Support.**

It May Feel Odd At First

“One can also be undignified and flattering toward a virtue”
-Friedrich Nietzsche

The Conversation

Possibility: Keep this as the focus.

Ownership: We all are taking ownership

Dissent: Not every answer is “yes”.

Commitment: Not contingent on the actions of others.

Gifts: We do not focus on deficiencies and weaknesses.

“Our culture ought to think about conflict differently. Conflict is not a failure. Conflict is an invitation. You’ll never avoid it. Conflict+Imagination=Transformation”

-Tyler Kleeberger

The Commitment



- To the person we support
- To each other
- To the community in general.

“The key to creating or transforming community, then, is to see the power in the small but important elements of being with others. The shift we seek needs to be embodied in each invitation we make, each relationship we encounter, and each meeting we attend. For at the most operational and practical level, after all the thinking about policy, strategy, mission, and milestones, it gets down to this: How are we going to be when we gather together?”

-Peter Block

[Community: The Structure of Belonging](#)





THANK YOU!

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