



Tips For Communicating With Supervisors

From Self-Advocacy To Sharing Ideas



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L.E. Phillips Memorial Public Library

- Basic Communication Skills
- Preparing The Environment
- Know Yourself
- Dos/ Don'ts
- Resources

Overview

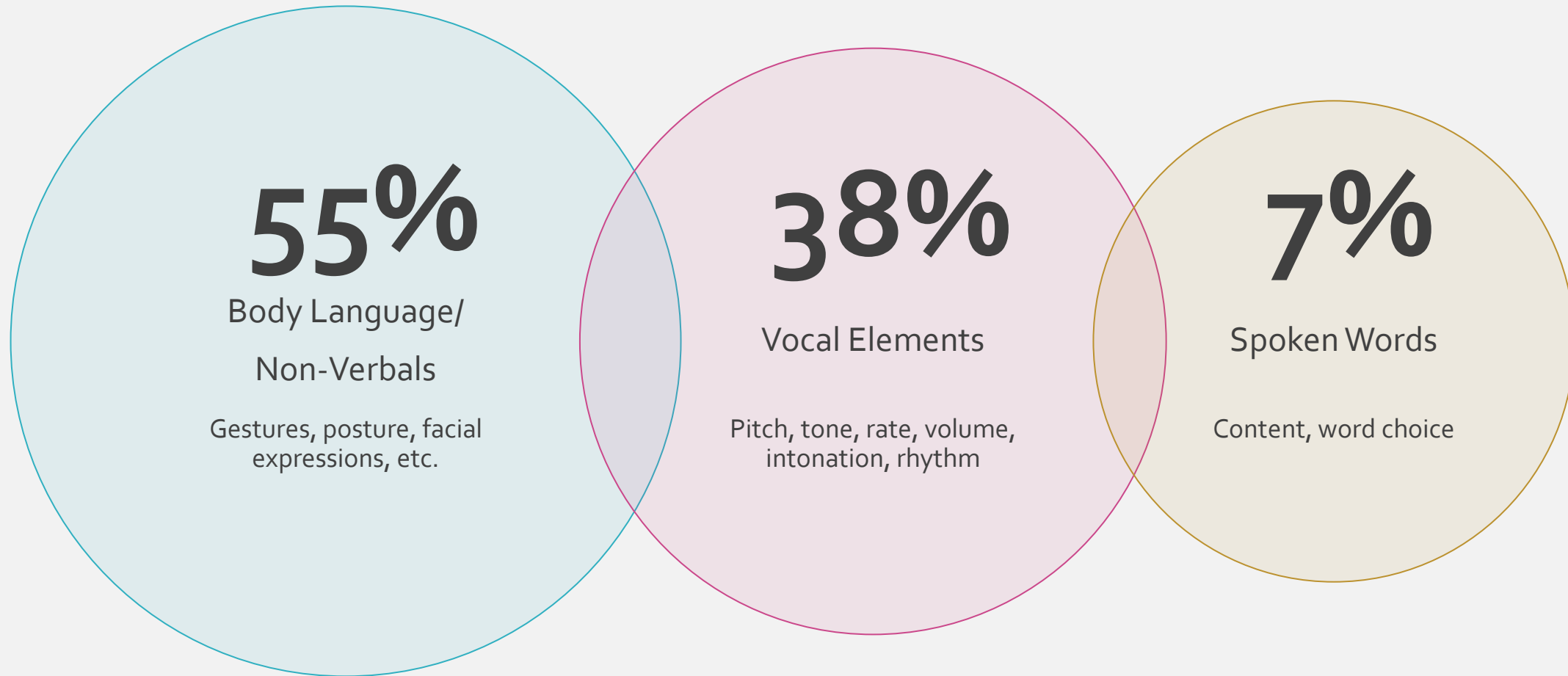


The single biggest
problem in
communication is the
illusion that it has taken
place.

George Bernard Shaw

Elements of Personal Communication

Dr. Albert Mehrabian



Passive

Emotionally dishonest, indirect, inhibited, self-denying, blaming, apologetic.

“Others’ rights and needs take precedence over mine”

Passive Aggressive

Emotionally dishonest, indirect. Self-denying at first. Self-enhancing at expense of others later.

“I subtly make clear that my rights and needs prevail”

Aggressive

Inappropriately honest, direct, expressive, attacking, blaming, controlling, self-enhancing at expense of others.

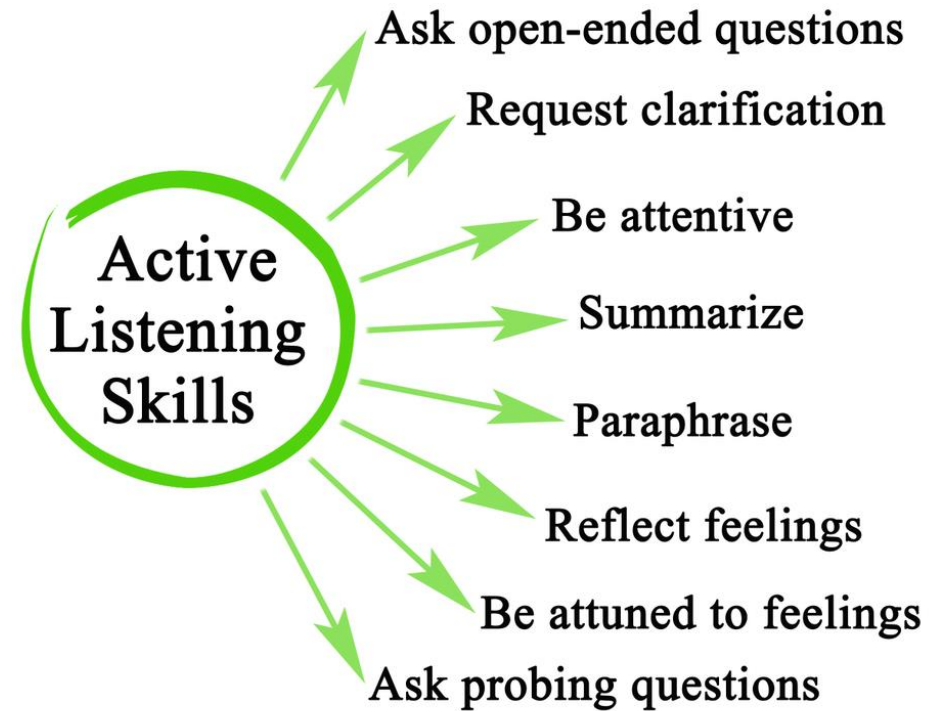
“I boldly insist that my rights and needs prevail”

Assertive

Appropriately honest, direct, self-enhancing, expressive, self-confident, empathic to emotions of all involved.

I clearly express that we both have rights and needs”

Listen In Order To Be Heard



Reflective Listening



Basic Reflective Listening Formula

Tentative Opening + Feeling + About/Because/When + Thought

It sounds like	you feel mad	about
I hear you saying that	you feel sad	because of
If I hear you correctly	you feel glad	when
You seem to be saying	you feel afraid	about
I think I hear you saying	you feel confused	because of
I'm not sure I am follow	you feel ashamed	about
Am I hearing you say	you feel lonely	when



Get Comfortable With
Discomfort

Speed Practice

- Grab a partner
- Identify who will listen first and who will speak first
- Listener cannot talk at all while the speaker is speaking
- Speaker will have one minute to talk about what they did over the weekend or what they are hoping to get out of the workshops today.
- Listener will practice effective listening skills, and after the minute is over they will state a reflective listening sentence.

Reflective Listening



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Am I hearing you say	you feel lonely	when

I feel...

when...

You are working with coworkers on a project, but you are the only one completing the work.

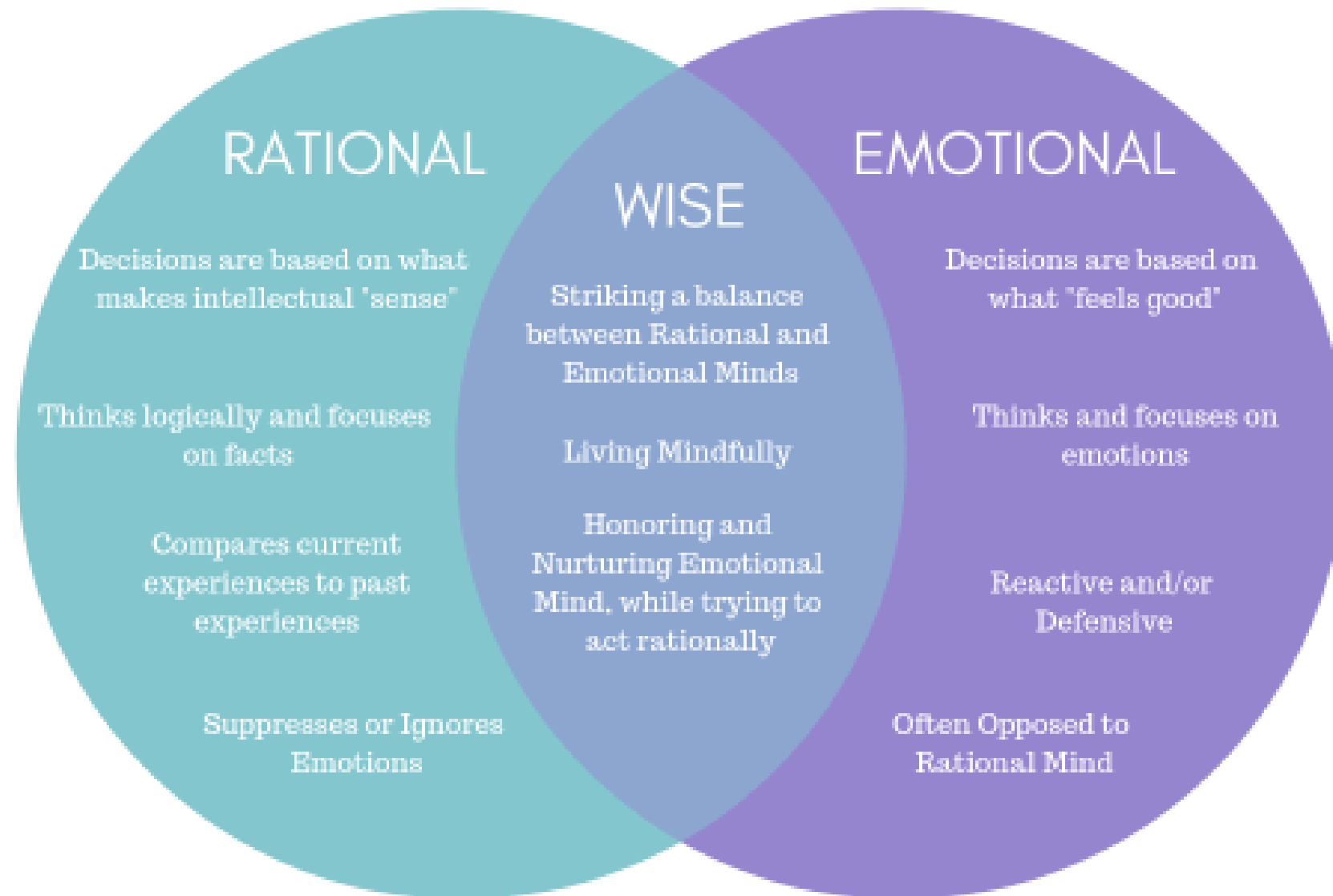
Practice!

You keep getting new work dumped on you with little instruction, and not enough time.

because...

what I need is...

THE THREE MINDS





More on Breaks

- Whenever possible, outline a plan/ schedule a time for when you will reconvene
- Minimum 20 minutes, set parameters on a maximum time before you get into the meeting
- Utilize short breaks to regulate yourself
- Long breaks to regroup and reset
- Write down your thoughts and feelings
- Review & rewrite





Communicate Often

- Phone
- Email
- *Face to Face*

Communication Plan



Prepare

Work on you
Recognize what you
want to communicate
Write it down
Rehearse



Share

Communicate
Clearly state needs/
ideas
Stick to the facts



Solution

Offer solutions
Be open to other
options
Repeat until a
compromise is made
Don't forget to follow
up!

Unhelpful Behaviors

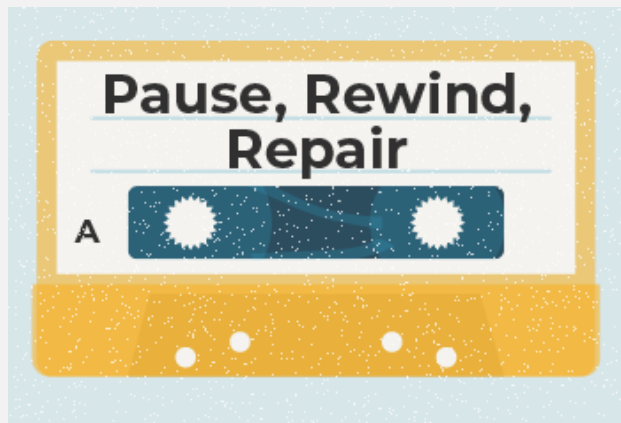
- Talking to the “wrong” person
- Staying silent
- “you, you, you”
- Trying to “win”
- Unwillingness to compromise
- Check your stories



Getting Back on Track

Avoid

- “You need to calm down”
- “You need to listen”
- “You are wrong”
- “You are overreacting”
- Walking out without a plan



Try

- “Can I try that again?”
- “Let me try that again”
- “I’m sorry”
- “I want to say this more gently, but I don’t know how”
- “I can see my part in this”
- “I understand”
- “I know that this isn’t your fault”
- “I need support”
- “Can we take a break?”



Know Your "Stuff"

You are your best advocate when you
know yourself better

ACCOMMODATION SEARCH

[Home](#)

Quickly search and find information about various accommodation options.

SOAR Searchable Online Accommodation Resource

JAN's Searchable Online Accommodation Resource (SOAR) system is designed to let users explore various accommodation options for people with disabilities in work and educational settings. These accommodation ideas are not all inclusive. If you do not find answers to your questions, please contact JAN directly. The staff of experienced consultants is happy to discuss specific accommodation needs in a confidential manner.

Start your SOAR search

SEARCH THE DATABASE



Search

Most Popular Searches

Limitations Work Related Functions Disabilities Other

Accommodation ADA Addiction ADHD Aging

Air Quality/Irritants Anxiety Back Impairment Body Odor Cancer

Commute Cumulative Trauma Conditions Decreased Stamina/Fatigue

Depression Diabetes Fibromyalgia Handling/Fingering Headache

Learning Learning Disability Leave Lifting Mental Health Conditions

SEARCH

[Home](#)

Current Search

SEARCH TERMS:

anxiety



Narrow Results

Update Search Results

Disability



Click + to narrow results by Disability.

Limitation



Click + to narrow results by Limitation.

Work Related Function



Click + to narrow results by Work Related Function.

Featured Results:

Anxiety Disorder

Accommodation and Compliance: Anxiety Disorder

13 September 2022

Accommodating Social Anxiety Disorder (Social Phobia)

Accommodations for social phobia

05 January 2022

Cognitive Impairment and the Interactive Process

Find tips on working through the interactive process with someone who has a cognitive impairment

15 November 2021

I Understand You Are Stressed...But Aren't We All?

Find out more about modifying communication methods when the limitation is stress

01 March 2021

Panic Attacks, They Don't Always Wait Until After Hours

Learn about panic attacks and possible accommodations

16 January 2019

SORT BY Score

ITEMS 25

Go

ANXIETY DISORDER

[Home](#) / [Disabilities](#)

Accommodation and Compliance: Anxiety Disorder

About Anxiety Disorder

Anxiety disorders affect millions of American adults. These disorders include generalized anxiety disorder, acute stress disorder, substance-induced anxiety disorder, anxiety disorder due to a general medical condition, anxiety disorder not otherwise specified, panic disorder with or without agoraphobia, post-traumatic stress disorder, obsessive-compulsive disorder, social phobia, and specific phobias. Anxiety disorders are clinically distinct from transitional anxiety experienced during events such as a wedding, moving into a new home, dealing with the illness or death of a loved one, or beginning a new job. Individuals with anxiety disorders may experience feelings of panic; extreme physical, mental, or emotional stress; and intense fear. Due to the highly individualized nature of mental health conditions, symptoms can present in numerous ways and significantly impact the functionality of individuals with Anxiety Disorders.

Anxiety Disorder and the Americans with Disabilities Act

The ADA does not contain a definitive list of medical conditions that constitute disabilities. Instead, the ADA defines a person with a disability as someone who (1) has a physical or mental impairment that substantially limits one or more "major life activities," (2) has a record of such an impairment, or (3) is regarded as having such an impairment. For more information about how to determine whether a person has a disability under the ADA, see [How to Determine Whether a Person Has a Disability under the Americans with Disabilities Act Amendments Act \(ADAAA\)](#).

On This Page

[About Anxiety Disorder](#)

[Anxiety Disorder and the Americans with Disabilities Act](#)

[Accommodating Employees with Anxiety Disorder](#)

[JAN Publications & Articles Regarding Anxiety Disorder](#)

[Events Regarding Anxiety Disorder](#)

[Other Information Regarding Anxiety Disorder](#)

Accommodating Employees with Anxiety Disorder

People with anxiety may develop some of the limitations discussed below, but seldom develop all of them. Also, the degree of limitation will vary among individuals. Be aware that not all people with anxiety will need accommodations to perform their jobs and many others may only need a few accommodations. The following is only a sample of the possibilities available. Numerous other accommodation solutions may exist.

Questions to Consider:

1. What limitations is the employee experiencing?
2. How do these limitations affect the employee and the employee's job performance?
3. What specific job tasks are problematic as a result of these limitations?
4. What accommodations are available to reduce or eliminate these problems? Are all possible resources being used to determine possible accommodations?
5. Once accommodations are in place, would it be useful to meet with the employee to evaluate the effectiveness of the accommodations and to determine whether additional accommodations are needed?
6. Do supervisory personnel and employees need training?

Key Accommodations:

Managing Panic Attacks: For individuals with mental health conditions, having accommodations to help manage panic attacks can be helpful.

- [Flexible Schedule](#)
- [Modified Break Schedule](#)
- [Rest Area/Private Space](#)
- [Support Animal](#)
- [Support Person](#)
- [Identify and Reduce Triggers](#)

Accommodation Ideas:

[By Limitation](#)[By Work-Related Function](#)[About Anxiety Disorder](#)[Anxiety Disorder and the Americans with Disabilities Act](#)[Accommodating Employees with Anxiety Disorder](#)[Questions to Consider:](#)[Key Accommodations:](#)[Accommodation Ideas:](#)[Situations and Solutions:](#)[JAN Publications & Articles Regarding Anxiety Disorder](#)[Events Regarding Anxiety Disorder](#)[Other Information Regarding Anxiety Disorder](#)

Key Accommodations:

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Accommodation Ideas:

By Limitation

By Work-Related Function

- Attentiveness/Concentration
- Effect of/Receive Medical Treatment
- Executive Functioning Deficits
- Managing Time
- Memory Loss
- Organizing/Planning/Prioritizing
- Stress Intolerance
- Take Medication

Situations and Solutions:

The following situations and solutions are real-life examples of accommodations that were made by JAN customers.

[About Anxiety Disorder](#)

[Anxiety Disorder and the Americans with Disabilities Act](#)

[Accommodating Employees with Anxiety Disorder](#)

[Questions to Consider:](#)

[Key Accommodations:](#)

[Accommodation Ideas:](#)

[Situations and Solutions:](#)

[JAN Publications & Articles Regarding Anxiety Disorder](#)

[Events Regarding Anxiety Disorder](#)

[Other Information Regarding Anxiety Disorder](#)

➤ [Attentiveness/Concentration](#)

➤ [Effect of/Receive Medical Treatment](#)

➤ [Executive Functioning Deficits](#)

▼ [Managing Time](#)

- [Products](#)
 - [Apps for Organization/ Time Management](#)
 - [Electronic Organizers](#)
 - [Fitness Trackers](#)
 - [PDAs, Notetakers, and Laptops](#)
 - [Smart Watches](#)
 - [Timers and Watches](#)
 - [Calendars and Planners](#)
- [Services](#)
 - [Job Coaches](#)
- [Strategies](#)
 - [Additional Training Time / Training Refreshers](#)
 - [Checklists](#)
 - [Color Coded System](#)
 - [Color-coded Manuals, Outlines, and Maps](#)
 - [Extra Time](#)
 - [Recorded Directives, Messages, Materials](#)
 - [Reminders](#)
 - [Supervisory Methods](#)
 - [Support Person](#)
 - [Task Flow Chart](#)
 - [Task Separation](#)
 - [Verbal Cues](#)
 - [Written Forms and Prompts](#)
 - [Written Instructions](#)

➔ [Learn more about this limitation](#)

[About Anxiety Disorder](#)

[Anxiety Disorder and the
Americans with Disabilities
Act](#)

[Accommodating Employees
with Anxiety Disorder](#)

[Questions to Consider:](#)

[Key Accommodations:](#)

[Accommodation Ideas:](#)

[Situations and Solutions:](#)

[JAN Publications & Articles
Regarding Anxiety Disorder](#)

[Events Regarding Anxiety
Disorder](#)

[Other Information Regarding
Anxiety Disorder](#)

crucial conversations

— THIRD EDITION —



TOOLS FOR TALKING WHEN
STAKES ARE HIGH

Further Learning


What chronic problems
are you avoiding?

What ideas have you
been holding back?



Thank You

Libby Richter 

715-839-5061 

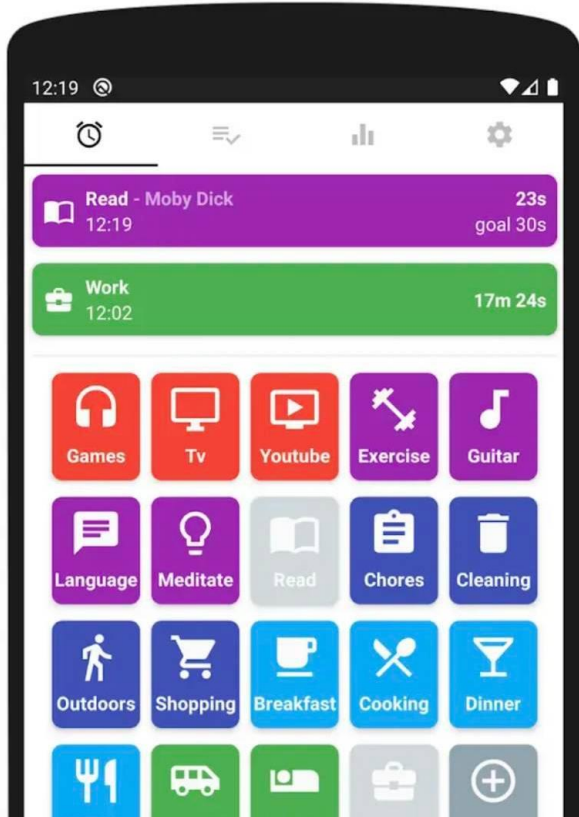
libbyr@eauclaire.lib.wi.us 

Follow-up resources

Time Study



Track activities with one click



October 31, 2022 - November 4, 2022

October 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 2022

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	31	1	2	3	4
8 AM					
9					
10					
11					
12 PM					
1					
2					
3					
4					