

# Finding the Common Ground

*Finding Common Strategies For Working With  
an Assorted Community*

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# People are like a box of Chocolates

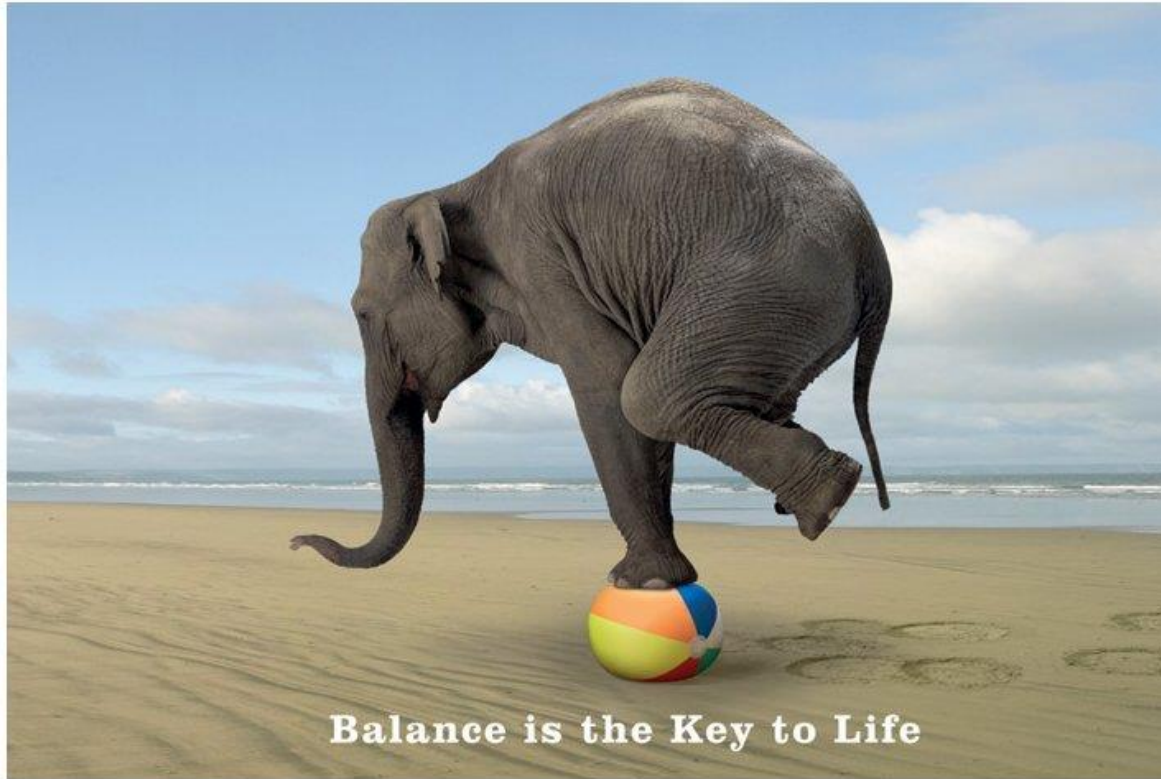


What happens when we look at our target population like a whole box of chocolates?

# Elements of Common Ground

1. Confidence
2. Curiosity
3. Decisiveness
4. Empathy
5. Flexibility
6. Humor
7. Intelligence
8. Optimism
9. Perseverance
10. Respect
11. Self-Awareness

# Control and Balance



Balance is the Key to Life

# Confidence

The capacity to believe in yourself and your choices; to take pleasure in your relationships and pride in your accomplishments; and view yourself and your situation realistically.

# Two Types of Imbalance

## Low Confidence

- Chronically puts him/her self down or uses negative talk
- Reluctant to express opinions
- Tendency to follow rather than lead
- Discounts compliments and positive attention

## High Confidence

- Aggressive behavior or dominates conversations
- Opinionated, know-it-all, bragger



# Confidence Busting

- Chronically puts him/her self down or uses negative talk: encourage; compliment him on things, and show him that you believe in his abilities by delegating interesting or different tasks and projects.
- Reluctant to express opinions: Ask him to come prepared to talk about a special topic at a meeting or even lead it; ask leading questions
- Tendency to follow rather than lead: Share observations and encourage her to take charge of something she feels comfortable doing
- Discounts compliments and positive attention: You can joke with him about his humility and the example he sets for others
- Aggressive behavior or dominates conversations: Show appreciation for his experience and expertise, remind him of the goals and that equal participation is a key component to success; work together to come up with a cue to help each other stay in check
- Opinionated, know-it-all, bragger: Avoid competing with a know it all but let him know that you have heard what he has said, ensure him that his experience and skills are valued

# Curiosity

An eagerness to understand, to know, and to learn, intense and sincere interest in investigating and exploring the unknown.



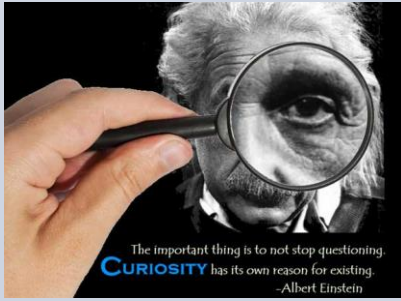
# Looking at the Extremes

## Lacking Curiosity

- Not being thorough in the research to get the best result
- Never asks questions/leads to things needing to be redone

## Excessive Curiosity

- Shares inaccurate opinions without taking time to learn the facts



# Building Curiosity

- Not being thorough in the research to get the best result: Respect opinion or decisions, clarify that teammates might not have been able to get all the data to him in time
- Never asks questions/leads to things needing to be redone: Explain why he is the best person to do the job and ask how you can best support him
- Shares inaccurate opinions without taking time to learn the facts: Ask her to share her methodology and the information upon which she based her conclusion

# Flexibility

Being capable of and responding positively to change, both internal and external; being pliable, adaptable, non-rigid, and able to deal with ambiguity.

# Types of Imbalance

## Inflexible

- Consistently says no or tries to shut down new ideas without offering alternatives
- Consistently fearful of trying new experiences, preferring to retreat or hide
- Never expresses an opinion and always seems willing to go along with the majority vote.



# A Yoga Mind

- Consistently says no or tries to shut down new ideas without offering alternatives: Needs to remain in control, ask him if you can run some new ideas by him in the near future. Be persistent
- Consistently fearful of trying new experiences, preferring to retreat or hide: Tell her how much you value her talent and contributions but that the project will need to take risks to reach its goals.
- Never expresses an opinion and always seems willing to go along with the majority vote: Make sure to ask for opinions and feedback often. When he shares make sure you are actively listening.

# Optimism

Expecting that best passible outcome and dwelling on the most hopeful or positive aspects of a situation, even in the face of adversity.

# The Negative Side of Optimism

- Negative comments about everyone and everything
- Constant whines and complaints
- Overly Optimistic all the time, “Pollyanna”



# Healthy Optimism

- Negative comments about everyone and everything: Every time they make a negative comment; counter with something positive without sounding argumentative; be consistent
- Constant whines and complaints: Ask if you can help come up with solutions and that you find that it feels better to put energy toward solving problems
- Overly Optimistic all the time, “Pollyanna”: Ask for help to analyze the downside or risk of a situation. Whenever possible remind them of the reality of situations.



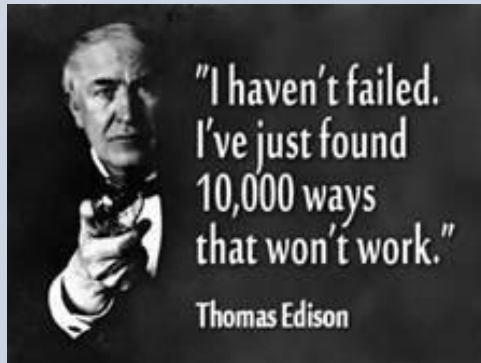
# Perseverance

The passion, energy, focus, and desire to get results; being unwilling to quit until the job gets done. Motivation, persistence, and hard work, as well as consistent follow-through, “closing the loop,” and taking the next step to move the process forward.

# Problems with Perseverance

- Missing deadlines
- Not working on a project unless it is required
- Trying to do a good job but having poor quality in the work done

# The Scientific Method



- Missing deadlines: Active listening to find out if it is apathy or overwhelmed. Determine if there are things that you can do to help organize tasks
- Not working on a project unless it is required: reiterate the importance of all the pieces and how each plays a role with the others. Have and share clear expectations.
- Trying to do a good job but having poor quality in the work done: Ask if there are areas that you could help coach or mentor.

# Things We All Have In Common

- Language
- Greetings
- Right/Wrong
- Rites of Passage
- Customs and behaviors for family members and non-family members
- Routines for etiquette and hospitality
- Fun/games and a sense of play
- A person or a group of people functioning as a leader

# Things/Places That Bring All Classes and Cultures Together

- Art
- Serious Safety Concerns
- Fairs/Festivals
- Grocery Stores
- Journalism/Communication
- Libraries
- Schools
- Parks
- Cultural Centers
- Shops
- Work
- Sports

# Resources

*Emotional Intelligence Quickbook*; Travis Bradberry and Jean Greaves, 2003

*The Emotional Intelligence Activity Book: 50 Activities for Promoting EQ at Work*; Adele B Lynn, 2001

*You Want Me to Work With Who? Eleven Keys to a Stress-Free, Satisfying, and Successful Work Life...No Matter Who You Work With*; Julie Jansen, 2006

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