

# Difficult Dialogues SSM Training

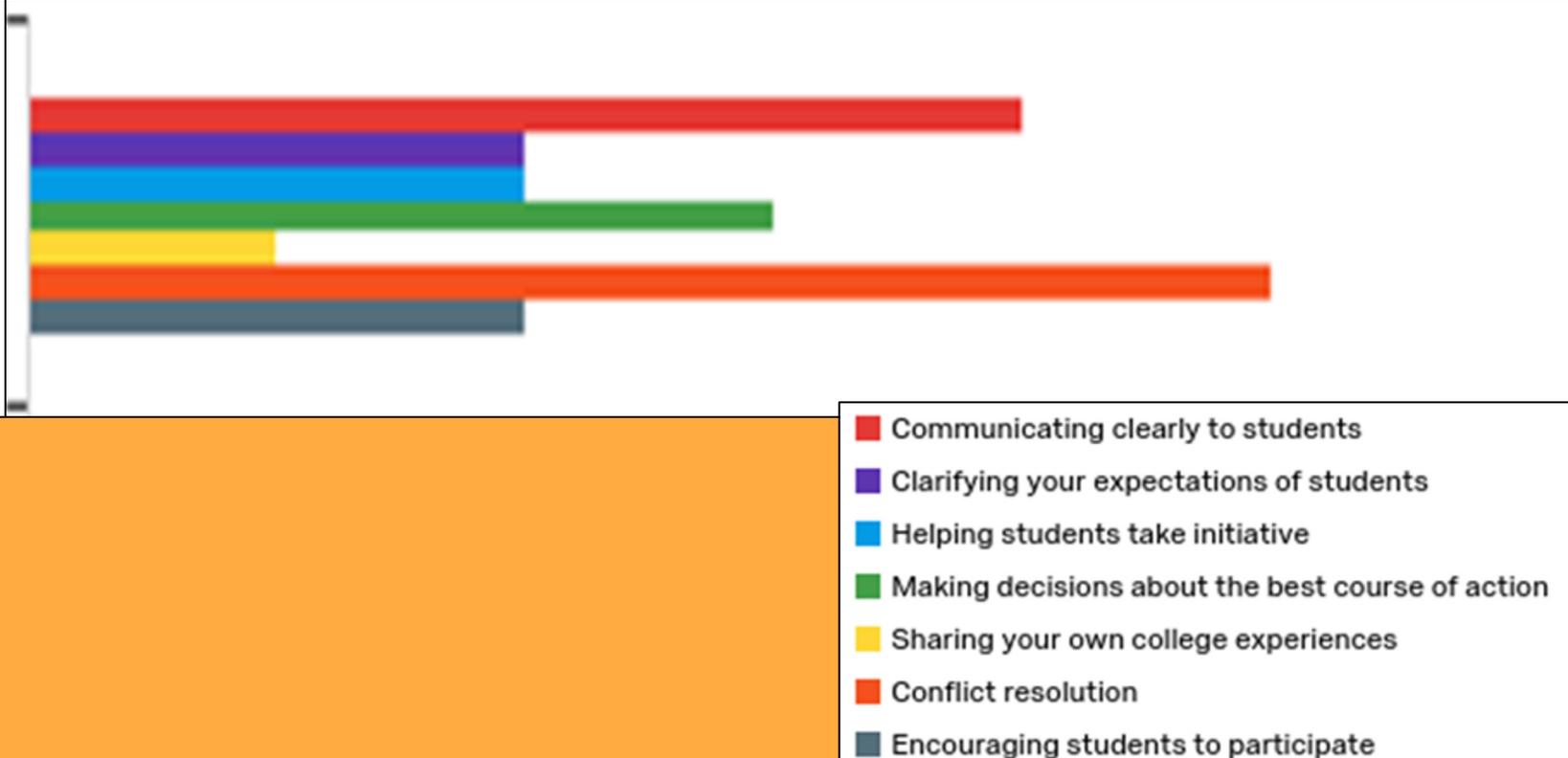
Date

Names of Facilitators

Last year we asked SSM's to list the challenges they have experienced.

Do you agree with these? How applicable are they to the online format?

Answers  
Ranked #1  
in  
Importance



# **JAM Board Prompts**

**(include link to Jamboard here)**

- 1. Think back to the best classrooms you have been a part of as a student, and share one example of what the professor did (be specific) to set the tone of the classroom**
- 2. Think back to some difficult online learning experiences that you have been a part of as a student**

**Have you ever been in a classroom that used formal ground rules? What was it like? How was it different from a class that did not use formal ground rules?**



# Negotiating Ground Rules/Agreements

1. I will speak for myself and from our my own experience.
2. I will not criticize the views of other participants or attempt to persuade them. I can offer healthy feedback, ask for clarity.
3. I will be open to others opinions and respond in a healthy manner.
4. I will listen with resilience, “hanging in” when what is said is hard to hear.
5. In group situations, one person will act as the representative for the entire group.
6. I will build on another’s comments and work towards a shared understanding.
7. I will reach out privately with questions or concerns - or in office hours - that is not a group matter to the professor.
8. I will set a routine.
9. Set expectations.

## Reflect on Negotiating Guidelines

- All interactions operate on ground rules, but these are usually implicitly understood. Our goal is **explicit** rules.
- Syllabi are examples of the rules for classrooms, but they are only paper unless agreed to by the students and modeled by the professor. How do you convey your “syllabus”?
- We need to re-visit our rules periodically, especially during group activities and studio hours.
- We need to establish commitment/agreement at the beginning of our interactions.

# **The Important First Step!**

**Engage with the person on an individual level so that clear communication lines can be established.**

**How have you successfully engaged others in online environments at LaGuardia and elsewhere?**

# Five Dialogue Techniques

- **PAN (Pay Attention Now)** to both the other person and yourself avoiding snap judgements.
- **Ask** questions that open doors and show genuine curiosity.
- **Interrupt** the conversation starts to get off track or become worse
- **Relate** to the other person's issue or concern and share about yourself
- **Share** about yourself

# Thank you for participating

Please complete the online survey: [SURVEY LINK](#)

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