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SKILLED DIALOGUE DISPOSITIONS

Choosing Relationship over Control

Hallmark: Explicit intent to prioritize relationship over agenda or outcome

With this disposition, one would enter into meeting with Mrs. Ricardo focused not on a particular outcome, but on strengthening relationship with her, getting to know her better, getting a stronger understanding of her concerns.

Examples	Non-Examples
1. Thanks for coming. I'm really looking forward to learning more about your views and your concerns regarding this situation.	1. Thanks for coming. As I mentioned before, we have some concerns about your child's level of progress. As you know, ...
2. So good to see you. I am really looking forward to learning more your concerns and ideas on how we can best support your child. Your experience as a parent is an invaluable asset to us as we look at what we might be able to do.	2. I'm glad you're here. As you know, we want to make sure that we have explained available options to you.

Setting the Stage for Miracles

Hallmark: Openness to non-dual thinking and paradox

This disposition emphasizes not knowing rather than knowing. It directs teacher's focus to staying open to new ways of seeing/interpreting and responding to concerns rather than to a pre-determined interpretation of the situation and Mrs. Ricardo's behavior.

Examples	Non-Examples
1. Let's talk for a while. I'd like to learn more about what you believe we need to focus on.	1. It looks like we have a choice here. We can do X or we can do Y. Maybe if we listed the pros and cons that would help.
2. How you see this situation is important. I'd like to think that we could come up with something that would work for you and Patrick as well as for what we'd like to see here at school.	2. Do you think we might find a compromise between what you think is best and what we are proposing?