

Ranch Transition When You Aren't In Control

Part 2 - Taking Control of Your Own Destiny Through Communication

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Review

October Communication Session

Listening

Everything in communication hinges on listening – especially listening with the other person's agenda in mind (Empathic Listening).

Keys are: listening for signs of life, the choices they are making, and how those choices move them toward balance or away.

Listening is the gate through which all communication passes.

Powerful Questions

- Short
- Simple
- Open-ended (how, what, who, when)
- Curious

Sample Questions

- Can you tell me more about that?
- When you say _____, what do you mean?
- Can you help me understand what you mean when you say _____?

Accountability

Accountability is having the other person account for what they said they were going to do. It is determined by three questions: 1) What are you going to do? 2) By when will you do this? 3) How will I (we) know?

Accountability does not involve blame or judgment. It is simply asking the other person to account for the results of the intended action.

If need be, accountability includes defining new actions to be taken.

Affirmations

Affirmations address who the person had to be in order to accomplish whatever action he or she took or awareness he or she achieved. It is the articulation of your deep knowing of the other.

"I acknowledge the courage it took for you to show up on this call, knowing that you had difficult things to share with me today."

"I'd like to acknowledge you for. . . ."

"I see that you are. . . ."

Respectively Speak to Be Understood

Tips for being understood:

- If the person interrupts you...
- If the person becomes emotional...
- If you still don't feel understood...

What I heard from you:

- Things are going well.
- We need to make time to get together.
- Waiting for someone to die.
- My husband and his dad don't talk.
- I may get squeezed out.
- What is fair for everyone?

Think Win - Win

- Effective long-term and interdependent relationships require mutual respect and mutual benefit
- In situations where conflict exists or could arise
- Fairness
- Abundance
- Balance Courage and Consideration
- Create Win – Win Agreements

Think Win - Win

- Win - Lose
- Lose – Win
- Lose – Lose
- Win
- Win – Win
- Win – Win or no deal

How could you think Win-Win when having a "transition" conversation with the other ranch/farm generations in your family?



"Win – Win is a frame of mind and heart that constantly seeks mutual benefit in human interactions. Win – Win is based on the paradigm that there is plenty for everybody – that one person's success is not achieved at the expense of others"
- Stephen R. Covey

Balance Courage and Consideration

- Courage – willingness and ability to speak your thoughts and feelings respectfully.
- Consideration – willingness and ability to seek and listen to others' thoughts and feelings with respect.

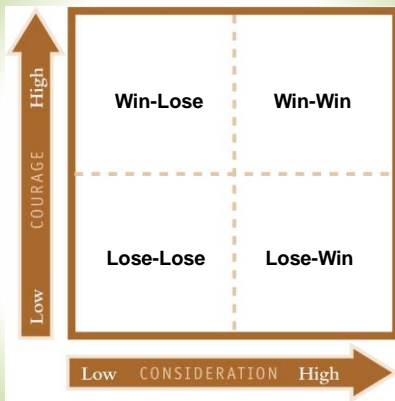


Balance Courage and Consideration

- You are high in Courage when you:
 - Share your ideas and opinions with confidence
 - Are not threatened by honest feedback from others
- You are high in Consideration when you:
 - Acknowledge other people's opinions and ideas
 - Make sure everyone has a chance to speak

Balance Courage and Consideration

- You are low in Courage when you:
 - Have ideas you rarely voice out loud
 - Back away when interrupted
 - Concede quickly when others disagree with you
- You are low in Consideration when you:
 - Interrupt people, finish their sentences, or talk over them
 - Check emails, take phone calls, or answer texts when interacting with others



Identify Wins

What could make this a win for you?

What could make this a win for the other person?

What could make this a win for you?	What could make this a win for the other person?

Create Win – Win Agreements

- A formal or informal structure to clarify and manage expectations between people.
- It is the result of thinking Win – Win.

DR. GRAC

- Desired Results
- Guidelines
- Resources
- Accountability
- Consequences

Win – Win Agreement Example

• Situation:

David would like to have a more flexible work schedule where he can work remotely two or three days a week. Ingrid, his boss, is concerned not only with making sure the work gets done, but also that David achieves high-quality results. She also wants to ensure team collaboration so the whole team can work efficiently and effectively.

Win – Win Agreement Example

• The Wins:

David

- Work remotely 2 or 3 days/week
- More flexible work hours on the days in office
- Trusted to get his job done without being in office
- Use technology to stay connected with co-workers
- Willing to work evenings on days he leaves early

Win – Win Agreement Example

• The Wins:

Ingrid

- High-quality work – done on time, with excellence
- Ability to contact David during normal office hours
- Doesn't want to start a trend – not all jobs are flexible
- Ensure sufficient collaboration between David and others
- Ensure that her boss continues to think she is managing the team well

Win – Win Agreement Example

- The Win – Win Agreement:

David can work remotely two days a week for a three-month trial period. He needs to be contactable during normal business hours. He can have more flexible work hours as long as the work gets done on time and with excellence. David will meet weekly with Ingrid to track his progress for the first month and to course-correct if needed. They will review progress at the end of each month and decide then to either stop or continue the flexible arrangement. Ingrid needs to feel that the work situation is as good, if not better, than the current one.

Scenario #1

- **Situation:** The Sandwich Generation Person (SGP) has three siblings, none of which have an interest in operating the ranch, yet the operation may get split between the four siblings, and SGP doesn't know if they can afford to buy out the siblings. They feel a responsibility toward the other siblings.

- **The Wins:** SGP, Siblings, Parents

- **The Win – Win Agreement:**

Scenario #2

- **Situation:** SGP is operating the ranch. They do not have kids. SGP's sister has 5 kids, but has not been involved. SPG has kept the ranch going. Now the sister wants to take over and the parents might exclude SGP.

- **The Wins:** SGP, Sister, Third Gen Kids, Parents

- **The Win – Win Agreement:**

Scenario #3

- **Situation:** No conversation about transitioning has started. The ranch will be paid off in 10 years. Owner (Dad) and SGP #1 not getting along. There are two other SGPs in the operation.
- **The Wins:** SGP#1, other SGPs, Parents
- **The Win – Win Agreement:**
