

## Group Session SST 2 Transcript

CINDY: Let's take a look at these steps. So could somebody read Step 1 for me? Joe.

Joe: Explain -- Step 1 -- Explain your viewpoint briefly.

CINDY: Okay, what do you think is, like, a key word in this sentence?

JOE: "Viewpoint."

CINDY: That's very important, yeah. There's another --

PHIL: "Briefly."

CINDY: "Briefly," why is that, Phil?

PHIL: If you get long-winded, and the person gets lost.

CINDY: You're exactly right. If we go on and on, "You know, I want to go to this pizza restaurant. They have the best pizza in the whole world and da-da-da-da-da," people tune you out, don't they, after a while? So you just kind of come right to the point, "briefly" being the key word there, "viewpoint," what you want, you're telling them.

Okay, Step 2, Kate?

KATE: 2 -- Listen to the other person's viewpoint.

CINDY: Yeah. What do you think is the key word there?

KATE: "Listen"?

CINDY: "Listen." Sometimes hard, isn't it?

KATE: Yeah.

CINDY: 'Cause we kind of want what we want, and -- "Yes, but, yes, but this is a better restaurant around the corner here." But we're going to let them have their say.

Okay, 3. Colin.

COLIN: Repeat the other person's viewpoint.

CINDY: Yeah, so you might think at first, like, "Well, wait a minute, why do I do that?" But you're saying, "Oh, so you want to go to the pizza place around the corner." "Oh, so you want to go see the new X-Men movie." What does that show the other person?

ALL: That you're listening.

CINDY: That you're listening. You heard them. Even though you might not agree with them, at least you're saying, "Yeah, I hear your point of view." That's a very respectful thing to do. You're acknowledging. And how about 4?

PHIL: It's hard to do, sometimes.

CINDY: Yeah, it's hard to do?

PHIL: Yeah, it is.

CINDY: What makes it hard, Phil?

PHIL: 'Cause you don't want to hear their side. [Laughs]

MAN: I was thinking, the other thing, too, about that, viewpoint, listen to the other person's viewpoint, the other person might just go on and on and on and on.

CINDY: Well, yeah. Now, remember, when we're -- I'm glad you said that, because when we do these social skills, these are -- there is no guarantee. I want to put that out front. There is no guarantee that, just because you do these four steps, everything is going to go exactly your way. I wish I had that kind of power. But we think this is your best shot at getting your needs met and respecting the needs of the other person. So, yeah, you're right, there's no guarantee. But maybe if you set the example by being brief, they may -- you know, we can hope, we can hope.

PHIL: They kind of help you not get into an argument about it. You know, if you do this, you know, you don't escalate and they don't escalate. You work on these steps, because a lot of times, when you're trying to compromise and negotiate, and they're not getting their way, you're not getting your way, then you -- you know, you're ready to go at it, so --

CINDY: You're exactly right.

PHIL: If, you know, if you do this, you kind of give yourself a way out of it, you know, without, you know, okay, well...

BECKY: Well, you're actually -- you're hitting up on Step number 4. Can you read that to everyone so everyone knows what Step --

PHIL: Suggest a compromise. Well, I thought they had already said -- I guess I read it and I thought I heard somebody, but I guess it was -- okay.

BECKY: Yeah, suggest a compromise. That's important.

CINDY: I know everybody in this room has had situations -- you might be involved in something right now -- where compromise and negotiation could be really important.

Maybe it's at the job; maybe it's with one of your peers; maybe it's in a relationship.

Just kind of keep in mind or think about something that maybe you could role-play.

Because, you know, this group's not just going to be about me up here, talking. I want to bring you guys up to try this. But first, Becky and I are going to role-play this for you.