

O’Crap to Okay Process (7- minute Breakout)

1. “Oh Crap” (*reaction* phase) *this is a disaster..*
2. “Oh, Gawd” (*release* phase) *Sh#%, what a huge mess & I am going to get stuck cleaning it up*
3. “Oh Jeez” (*re-center* phase) *alright I can fix it*
4. “Oh Well” (*refocus* phase) *I’m not letting this ruin me and here is what I need to do right now....*
5. “Okay” (*re-engage* phase) *I’m ready to fix this or deal with...*

Groups of 3

Instructions: using the 5 steps

- ▶ Individually & silently take 1 ½ minutes to:
 - think back to the worst encounter you had in the past year with a colleague, permittee, public or consultant
 - Mentally walk yourself thru the steps from O’Crap to Ok as if you were reliving incident
- ▶ When prompted, discuss as a group if and how the process could be applied to the difficult situations you encounter & merits of using this technique – 5 minutes

Formula for Assertive Messages

I understand (or appreciate, realize, etc.)....other's feelings, position, needs or wants.

And, when you (or "your")....specific description of behavior

I feel (or "need")....your feeling or needs.

Becauseconcrete effect on you

Thereforewhat you want to happen

Breakout Room Instructions: Groups of 4 (8 minutes)

Think of a situation you have, you had or you may have with someone where **you have a problem** you need discuss with them and craft your assertive message to that person using the formula above

- Take **2 minutes to silently write** your individual message
- Take turns delivering your message to the others in room
- After each person delivers the message listeners provide the following feedback:
 - Did it contain all the 5-components?
 - How did it feel to receive the message?
 - Any suggestions to make the message even better