

# FAMILY ROOM

We go to The Family Room in order to build relationships, partnerships and networks. We work there to develop the empathy and understanding that enables us to motivate and support other people. In this room we open dialogue across boundaries and we communicate our values. We seek to inspire commitment and build trust and confidence, through authentic sharing of our emotional responses.

We work on our communication, establishing shared meaning and deeper levels of inter-personal understanding. We may build teams, coach and develop others. At times, we may need to go to the family room in order to negotiate, mediate and address real or potential conflicts.

When we are working effectively in the Family Room, we are using:

- Our ability to manage our own emotional responses – to apply Emotional Intelligence
- Open revelation about our own core beliefs and values: authenticity
- Respectful and empathetic listening skills
- Influencing skills – influencing with integrity
- Rapport building skills and the ability to “walk in someone else's shoes”
- A recognition of the value of diversity
- Sensitivity to the unspoken messages that people transmit

## Strengths

- Passionate
- High spirited
- Accommodating
- Enthusiastic
- Engaging
- Energising
- Empathic
- Collaborative

**MOTIVATION:  
RELATIONSHIPS**

## Challenges

- Easily distracted
- Impulsive
- Avoiding conflict
- Unpredictable
- Disorganised
- Overly expressive
- Talk too much

**FEAR: LACK OF  
PERSONAL  
ACKNOWLEDGEMENT**

## Questions asked in the Family Room

- How will people feel about this?
- What does this say about our values and beliefs?
- What matters to the different groups of stakeholders?
- How can we communicate this so it is received in the way we want?
- What support might people need in order to achieve this?

