



THE GORDON MODEL FOR LEADERS

AT - A - GLANCE

This model of effective relationships for leaders, managers and team members is taught by certified L.E.T. Trainers by Gordon Training International. The Gordon Model is based on the work of three-time Nobel Peace Prize Nominee and award-winning psychologist, Dr. Thomas Gordon, who created L.E.T. in 1955.



ACTIVE LISTENING

The skill of reflecting back both the content and feelings of the Other in order to test out the your understanding of the Other's message. (Created by Dr. Carl Rogers.)



I-MESSAGES

These are congruent self-disclosing messages to send to the Other. In L.E.T., there are four different types of I-Messages. (The Confrontive I-Message was created by Dr. Gordon; Linda Adams, President of GTI, created the subsequent I-Messages.)



CONFRONTIVE, DECLARATIVE, PREVENTIVE, & APPRECIATIVE I-MESSAGES

Confrontive: This is the message you would send to the Other when you own a problem (the Other is doing or saying something unacceptable to you = prevents you from meeting a need). It contains three parts: a non-blameful description of the specific behavior, the effects that the behavior is having on the you, and your feelings about those effects on you.

Example: "When I didn't receive an email back from you yesterday, I couldn't get important information that I needed and I got pretty frustrated."

Declarative: They are the declaration to the Other about your beliefs, ideas, likes, dislikes, feelings, thoughts, reactions or any other statement that helps others know you better and understand how you are experiencing your life.

Example: "I like the way our staff meeting went today."

Preventive: A type of self-disclosure that anticipates what you want to do or see happen, based upon your need (not a solution). It clearly describes how you want events to turn out, greatly increases the chances that the Other will adjust their actions so as not to block what you need.

Example: "I'd like to work in my office without being disturbed this afternoon so I can concentrate on calls to my clients."

Appreciative: These are messages that exclusively describe positive feelings toward the Other. These I-Messages express gratitude toward the Other and can contribute greatly to more productive and enjoyable relationships.

Example: "Your edits to my proposal were really helpful and made it more interesting and I feel more confident in presenting it."

ABOUT GORDON TRAINING

Gordon Training International (GTI) offers communication and human relations training that is tailored to the different relationships in your life—at home, at work and at school. Our programs are designed and delivered to improve and strengthen your communication and conflict resolution skills through a combination of presentation, discussion, and a great deal of practice and coaching.



THE 12 ROADBLOCKS

These are common responses in our attempts to help the Other when they are experiencing a problem. These "helping responses" can easily become roadblocks to and shut down communication. (These were named by Dr. Gordon.)

1. Ordering
2. Warning
3. Moralizing
4. Advising
5. Using Logic
6. Criticizing
7. Praising
8. Labeling
9. Analyzing
10. Reassuring
11. Questioning
12. Avoiding



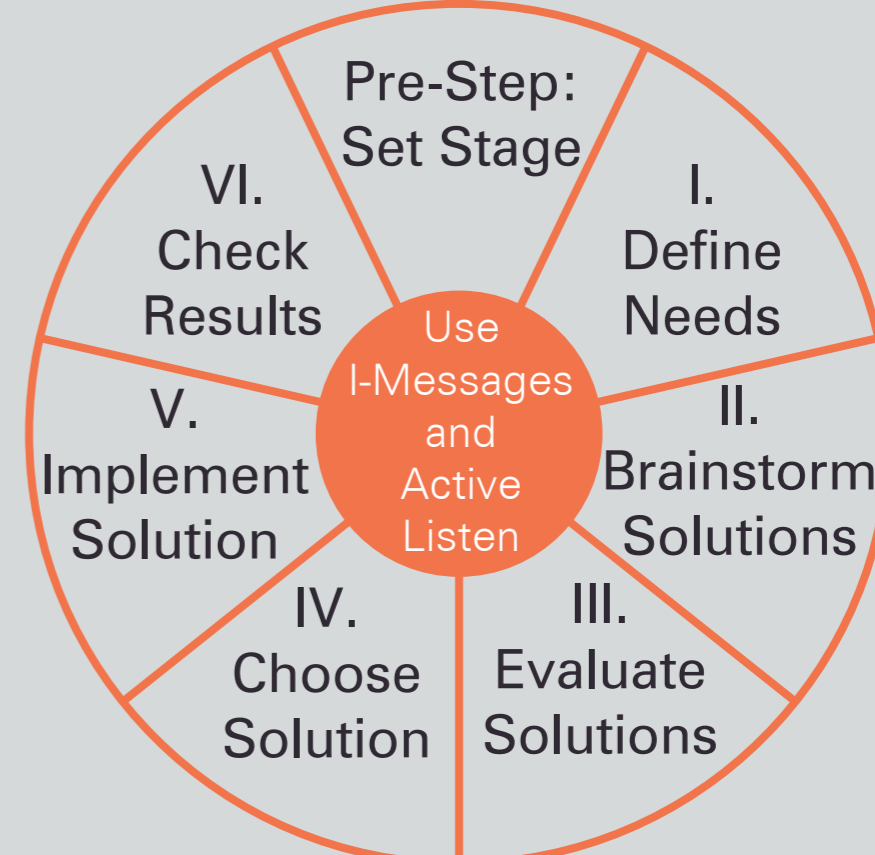
SHIFTING GEARS

It's a temporary shift, from talking to listening, that shows you are interested in the Other's needs and feelings as well. Once the Other feels heard and accepted, the chances are much greater that they will be able to hear and accept your I-Message. (The concept of Shifting Gears was created by Dr. Gordon.)



METHOD III CONFLICT RESOLUTION

This no-lose method of resolving conflicts is one in which both parties' needs are to be met. In L.E.T., we take this concept (created by John Dewey) and show how to use I-Messages and Active Listening to make this process more effective.



THE BEHAVIOR WINDOW

This is a conceptual window, created by Dr. Gordon, that one observes another's behaviors through and one uses it as a guide to determine first, who "owns the problem" and then to determine which Gordon Model skill to use.

Acceptable	Other Owns A Problem	<ul style="list-style-type: none"> • Avoid Roadblocks • Active Listen • Facilitate Other's Problem Solving
	No Problem Area	<ul style="list-style-type: none"> • Send Declarative, Appreciative and Preventive I-Messages • Shift Gears
Unacceptable	I Own A Problem	<ul style="list-style-type: none"> • Avoid You-Messages • Send Confrontive I-Messages • Shift Gears
	Both Own A Problem	<ul style="list-style-type: none"> • Resolve Conflict With Method III • Use Values Collision Options



VALUES COLLISIONS

Values are a person's principles or standards of behavior; one's judgment of what is important in life, which determine how we behave and conduct our lives as we interact with our coworkers, bosses, etc. In L.E.T., there are many options to deal with these special types of collisions. These are special conflicts that don't have a tangible impact on either party and therefore a Confrontive I-Message wouldn't be used.



Leader Effectiveness Training: The Proven Model for Helping Leaders Bring Out the Best in Their People

Want to learn more or find out when a workshop is happening near you? Call us today!

800 - 628 - 1197



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