

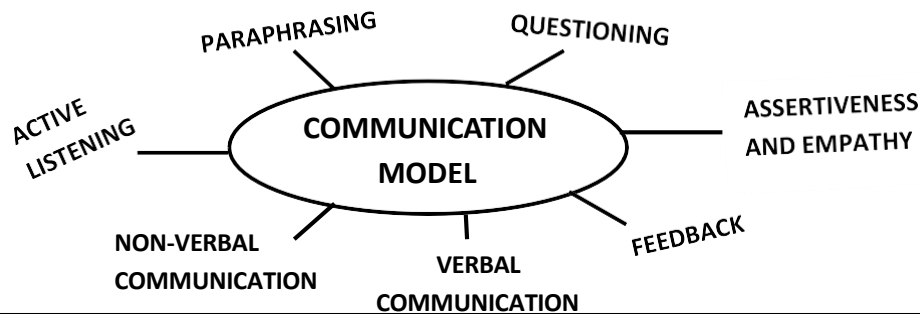
POWERFUL CONVERSATIONS

LEADERSHIP GOAL: Each conversation → has potential positive impact & can enhance engagement & commitment

EFFECTIVE INTERACTIVE COMMUNICATION: Transmitting and receiving information clearly and communicating actively with others by considering their point of view in order to respond appropriately.

COMMUNICATION FILTERS (or barriers): - environmental - physiological - semantic
- psychological - organizational - cultural

*** On average, **40%** of intended message is lost in day-to-day communication. ***



Native American proverb

Listen, or your tongue will make you deaf

*** We can think about **3 to 4 times faster** than we can talk. ***

ESI (Empathy – Situation – Idea) is a good assertive technique that can be used when others make an unrealistic or unacceptable request (that must be modified).

FEEDBACK:

DESC

Describe → behaviour (**OBJECTIVE**) → saw, heard [FACTUAL]
Express → impact of behaviour (**SUBJECTIVE & OBJECTIVE**)
Specify → new behaviour (action) to take
Consequence → logical consequence of behaviour

FOUR PHASES OF CONVERSATION

- O** – OBJECTIVE (obtain unbiased facts)
- R** – REFLECTIVE (expressing feelings about what facts mean)
- I** – INTERPRETIVE (identifying root cause & exploring options)
- D** – DECISION (summarizing and confirming decisions)

E.I.

90% of leadership success can be attributed to E.I.

* SELF-AWARENESS * SELF-MANAGEMENT * SOCIAL AWARENESS

A DIFFICULT CONVERSATION = 3 CONVERSATIONS

1. → What happened
2. → What we feel about what happened
3. → What will happen in the future