**CONSCIOUS CONVERSATIONS**

Presented by Lyndy Lubbers, Longmont American Association of University Women

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**Four Types of Conversations**



**TED Talk by Celeste Headley** at <https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation>

**Books by Daniel Goleman**

*Emotional Intelligence* and *Social Intelligence*

**This is the area we are primarily focusing on in these 2 sessions**

**Trust**

#1 Organic – will do the right thing; will be taken care of

#2 Contractual – delineated agreements

**#3 Relational – this is the kind that matters; most powerful; “do what I say I’m going to do”**

**Rapport**

• Relationship “magic”; can be established instantaneously”

• Elements of rapport – posture, gesture, tonality, language, and breathing

**Listening Set-asides** – things we should avoid if trying to establish rapport

• Autobiographical – associating someone else’s experience to your own; “kindergarten”, egocentric listening

• Inquisitive – “Soap opera” listening; wanting to know all of the details to satisfy your curiosity

• Solution – acting as a “problem solver” because you have the experience

**Paraphrasing**

• The premier coaching tool; allows increases in rapport and relationship; it is the Productive way of listening

• **Skilled paraphrasing treats responses as gifts**

• Should reflect both content and emotion

• Good starts when paraphrasing - “You’re suggesting …”; “You’re proposing …”; “Your hunch is that …”; “So you’re wondering about …”

**Principles of Paraphrasing**

• Attend fully (this is why we learn to build rapport first)

• Listen with the intent to understand

• Capture essence of message (paraphrase, not parrot phrase)

• Make paraphrase shorter than original message

• Paraphrase before asking a question so it doesn’t feel like an interrogation

• Be allocentric by using pronoun “you” instead of “I”; don’t be egocentric

Paraphrasing sends the message that I truly care about what you are saying; your opinion is important to me.

**Pausing**

• Signals we are listening and thinking

• Changes the pace of the conversation

• Clearest way to say, “I value your opinion”

**Wait Time and Eye Movements**

• Visual Recall and Visual Construct – have a clear vision of the experience and building something in our mind

• Auditory Recall and Auditory Construct – remembering the words and hearing the conversation in our mind

• Kinesthetic / Emotive – Give time for this, don’t rush, especially in an emotional situation

• Internal Dialogue – They are having a conversation with themselves; may mean they don’t have a lot to say

**4 Characteristics of a Good Question**

1. Invitational – use an approachable voice
2. Plural Forms – “What are your reasons …”, “What possibilities do you see?”; see more than one option
3. Tentative Language – “What are your thoughts …”; avoid “why” questions to avoid interrogating
4. Positive Presuppositions – “What options seem most promising …”; assume we all want to same things such as safety, health, etc.