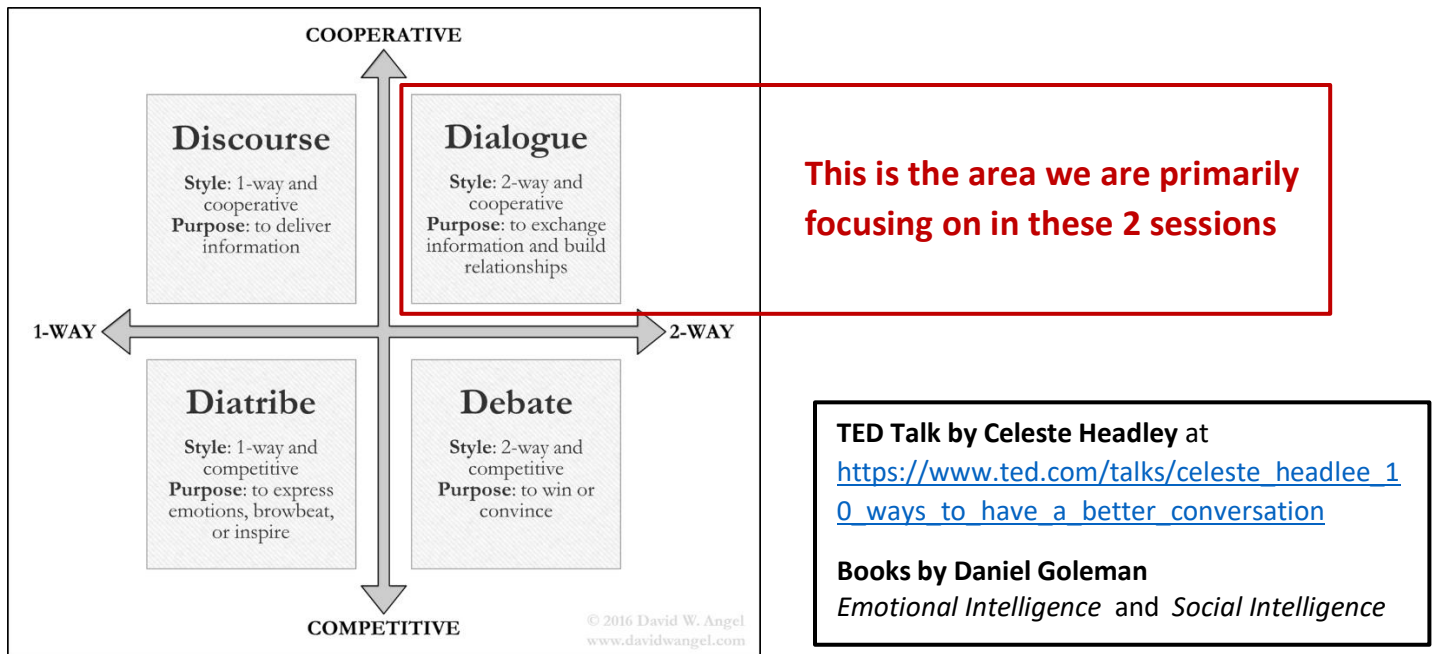


CONSCIOUS CONVERSATIONS

Presented by Lyndy Lubbers, Longmont American Association of University Women

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Four Types of Conversations



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.