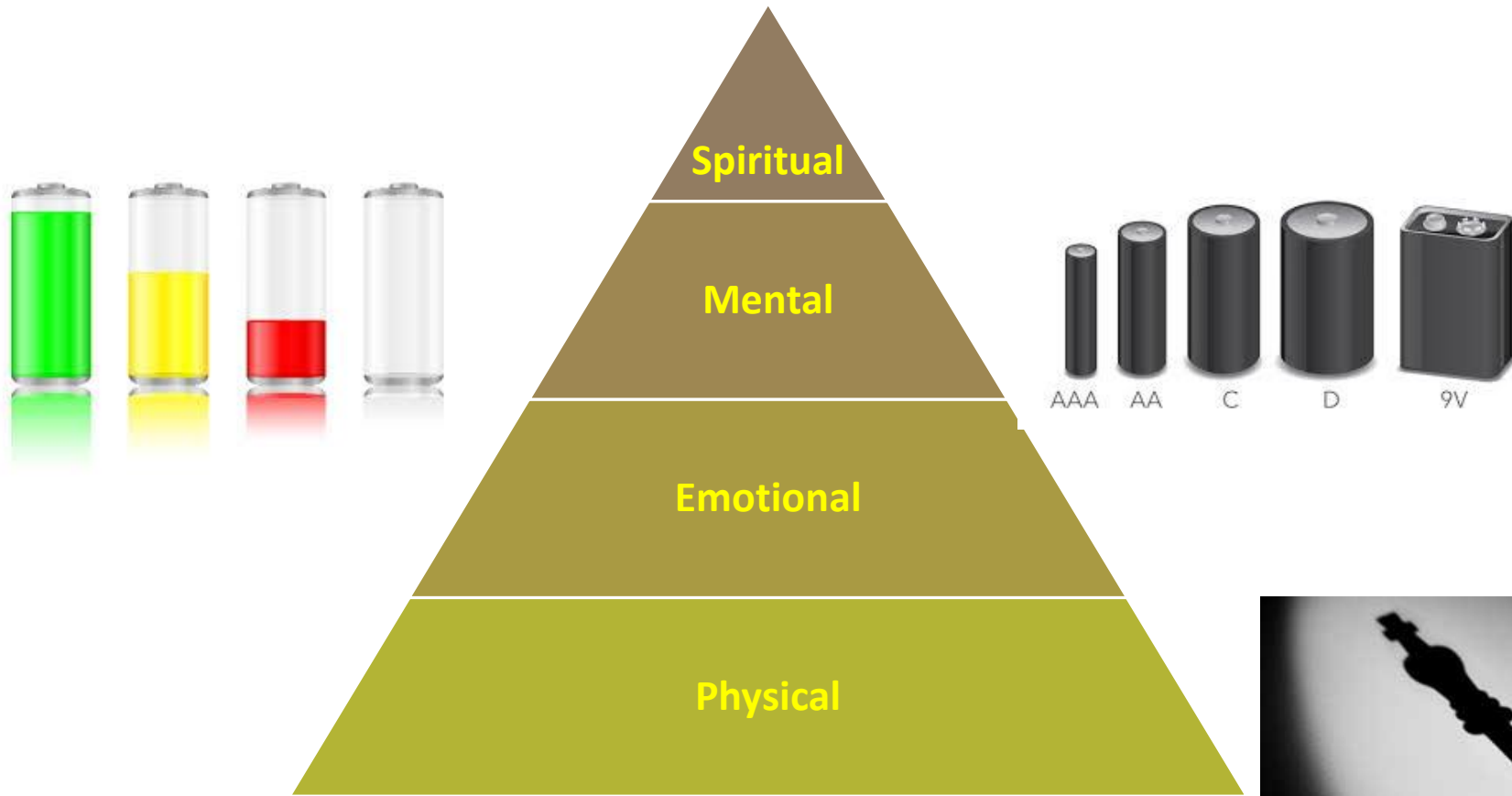# Crucial Conversations

April 20th, 2021

Three Key Outcomes

➢ **How we turn up to the conversation ourselves: becoming self-aware, and managing ourselves up front**

➢ **How we can navigate the conversation to discover more and build the relationship with our student (no matter the subject)**

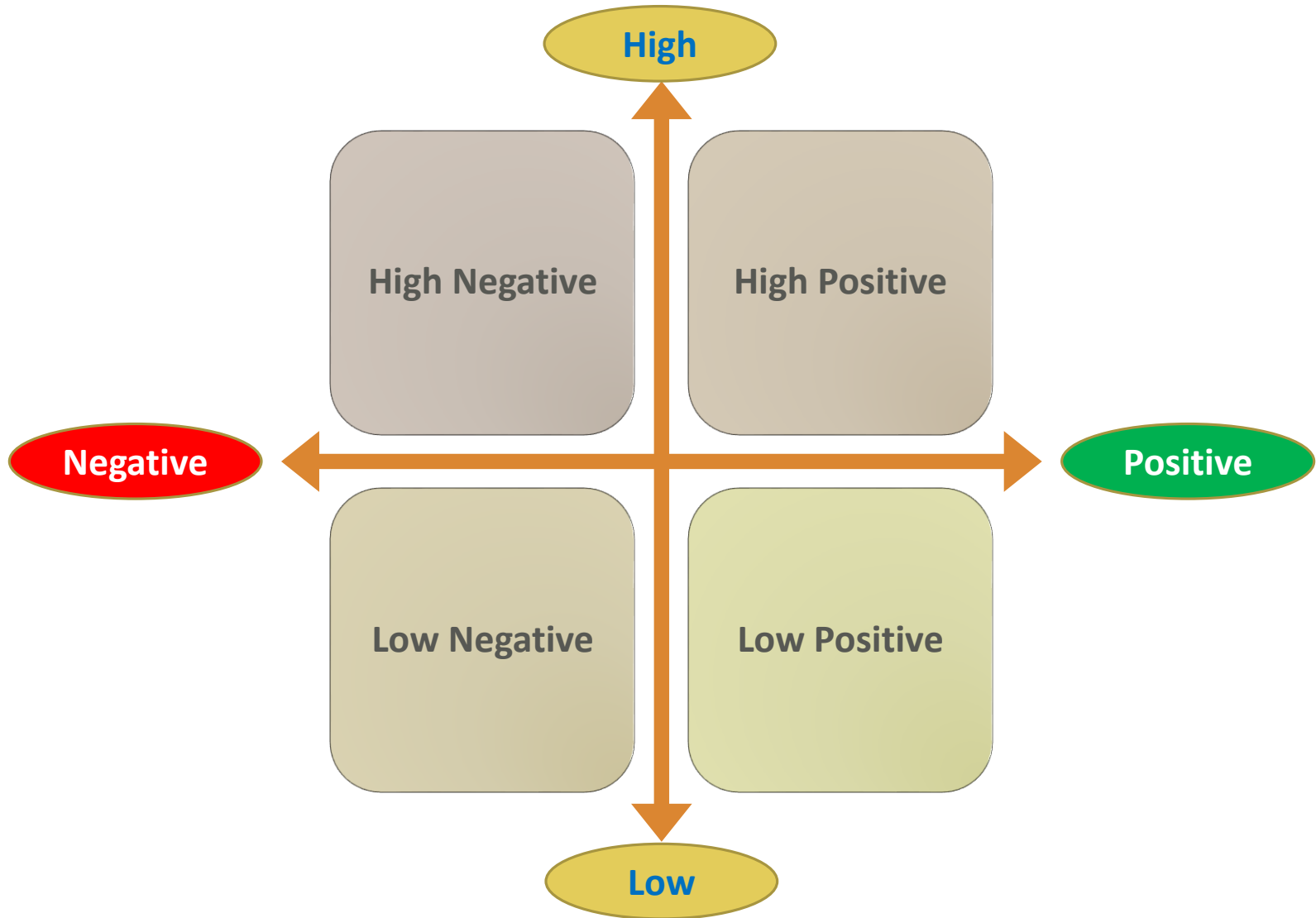➢ **Committing to real conversations, not chats**

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Our Shadow: How We Show Up

Spiritual

Mental

Emotional

Physical

AAA   AA   C   D   9V

**Reference: The Power of Full Engagement.
Loehr and Schwartz**

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APPEL

Emotional Connection – how we feel, our mood

High

High Negative

High Positive
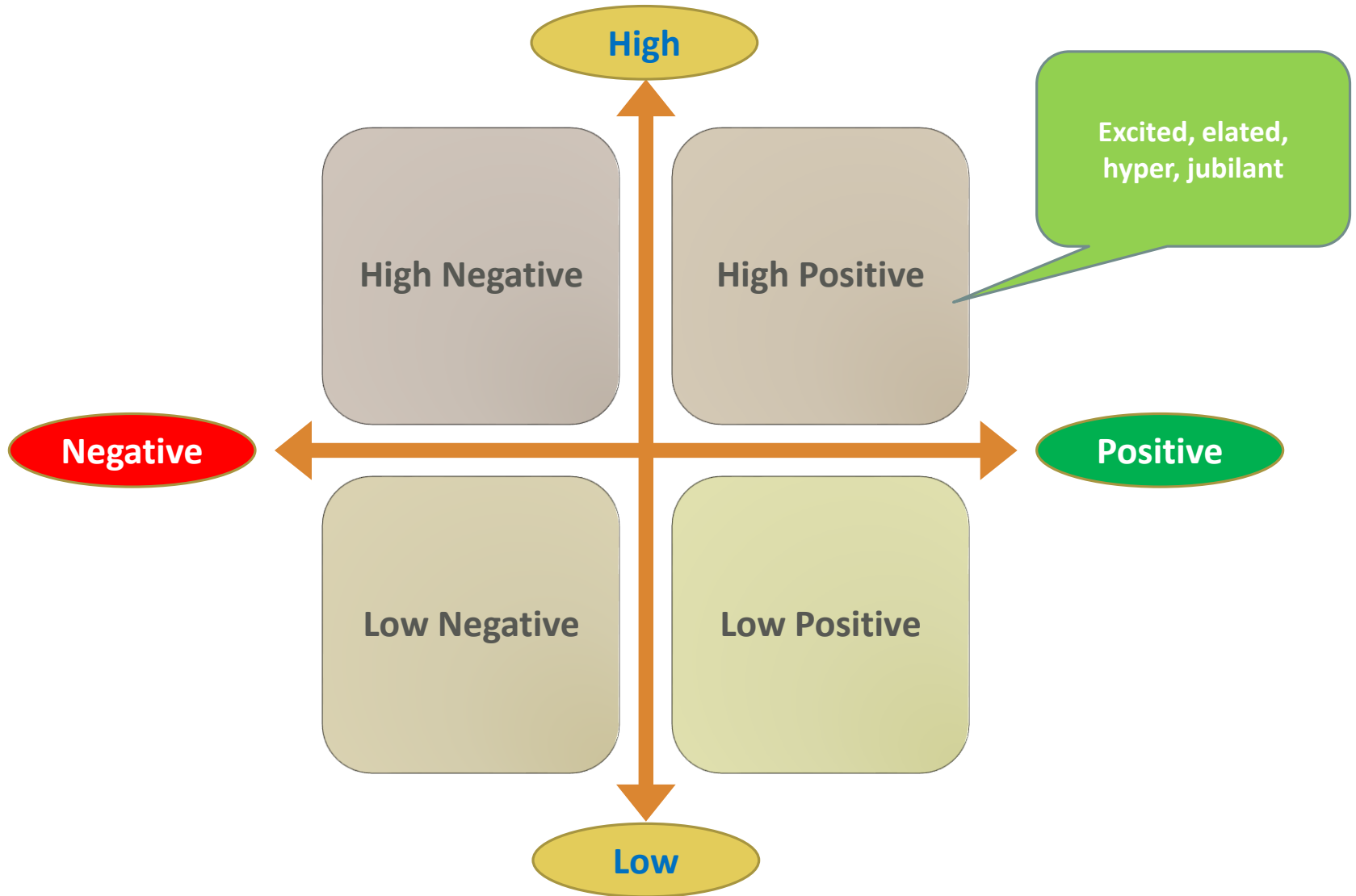
Negative

Positive

Low Negative

Low Positive

Low

Reference: The Power of Full Engagement.
Loehr and Schwartz

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APPEL

Emotional Connection – how we feel, our mood

High

Low

Negative

Positive

High Negative

High Positive

Low Negative

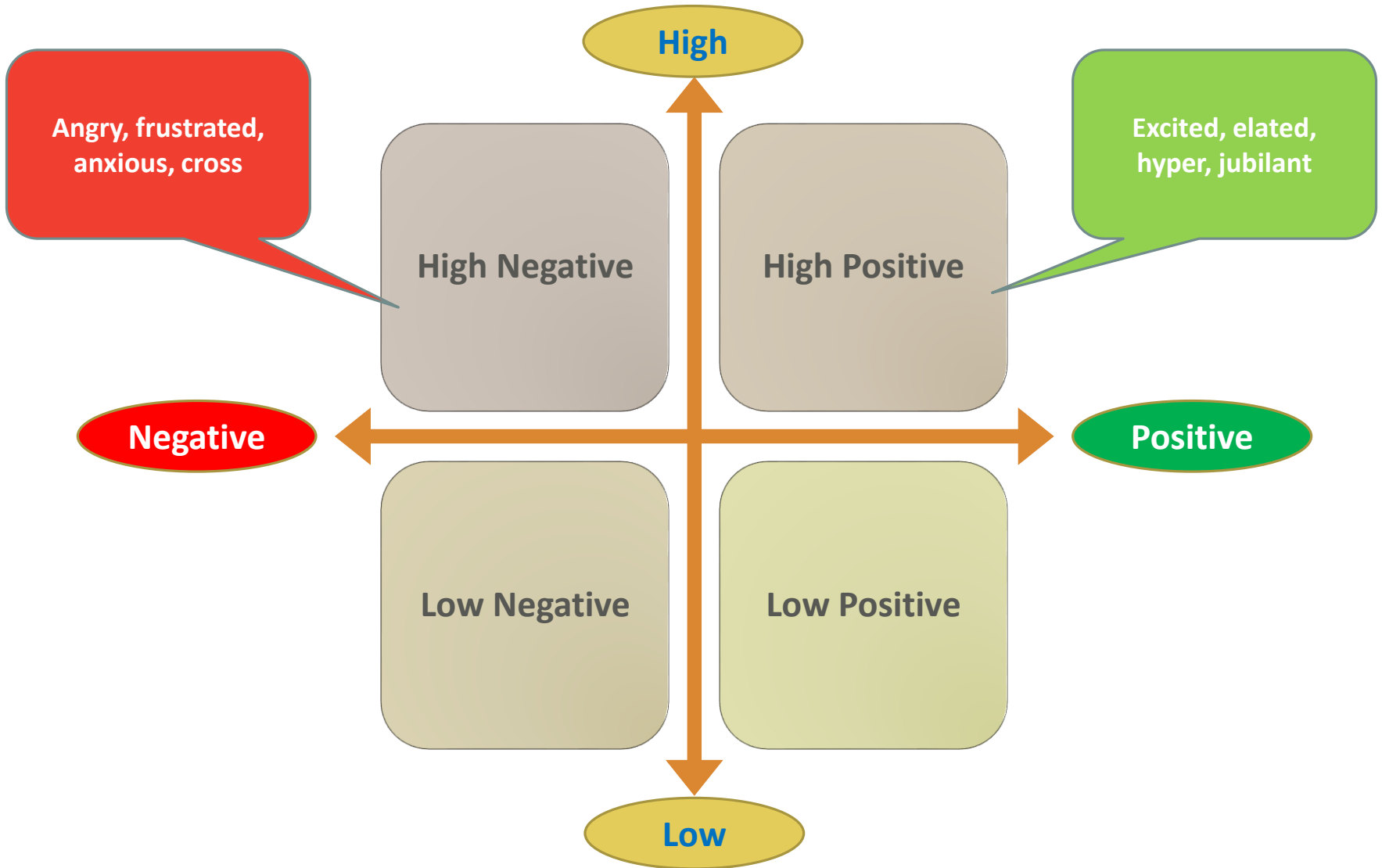Low Positive

Excited, elated, hyper, jubilant

**Reference: The Power of Full Engagement.
Loehr and Schwartz**

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APPEL

Emotional Connection – how we feel, our mood

High

Angry, frustrated, anxious, cross

Excited, elated, hyper, jubilant

High Negative

High Positive

Negative

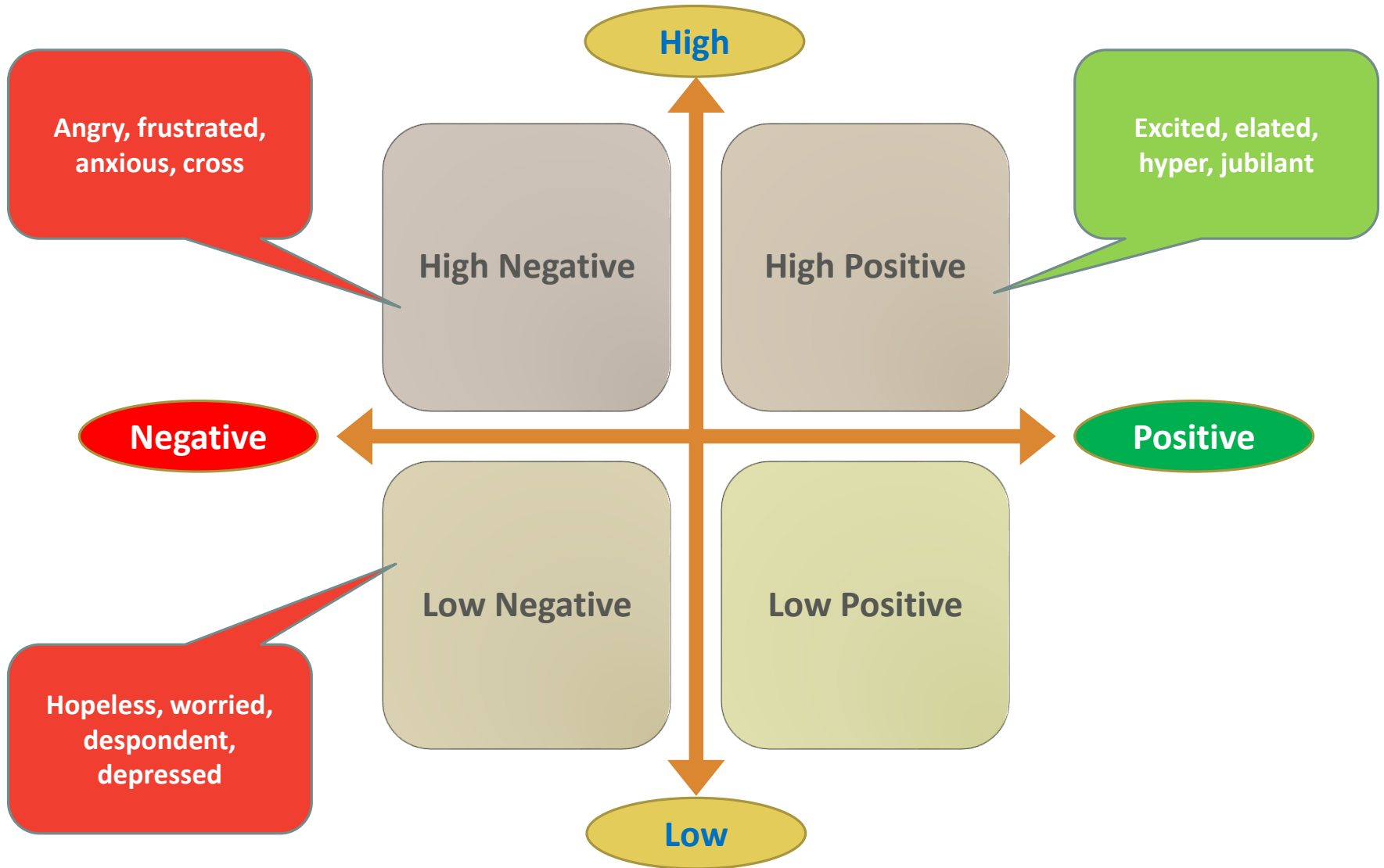Positive

Low Negative

Low Positive

Low

Reference: The Power of Full Engagement.
Loehr and Schwartz

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APPEL

Emotional Connection – how we feel, our mood

High

Angry, frustrated, anxious, cross

High Negative

High Positive

Excited, elated, hyper, jubilant

Negative

Positive

Low Negative

Low Positive

Hopeless, worried, despondent, depressed
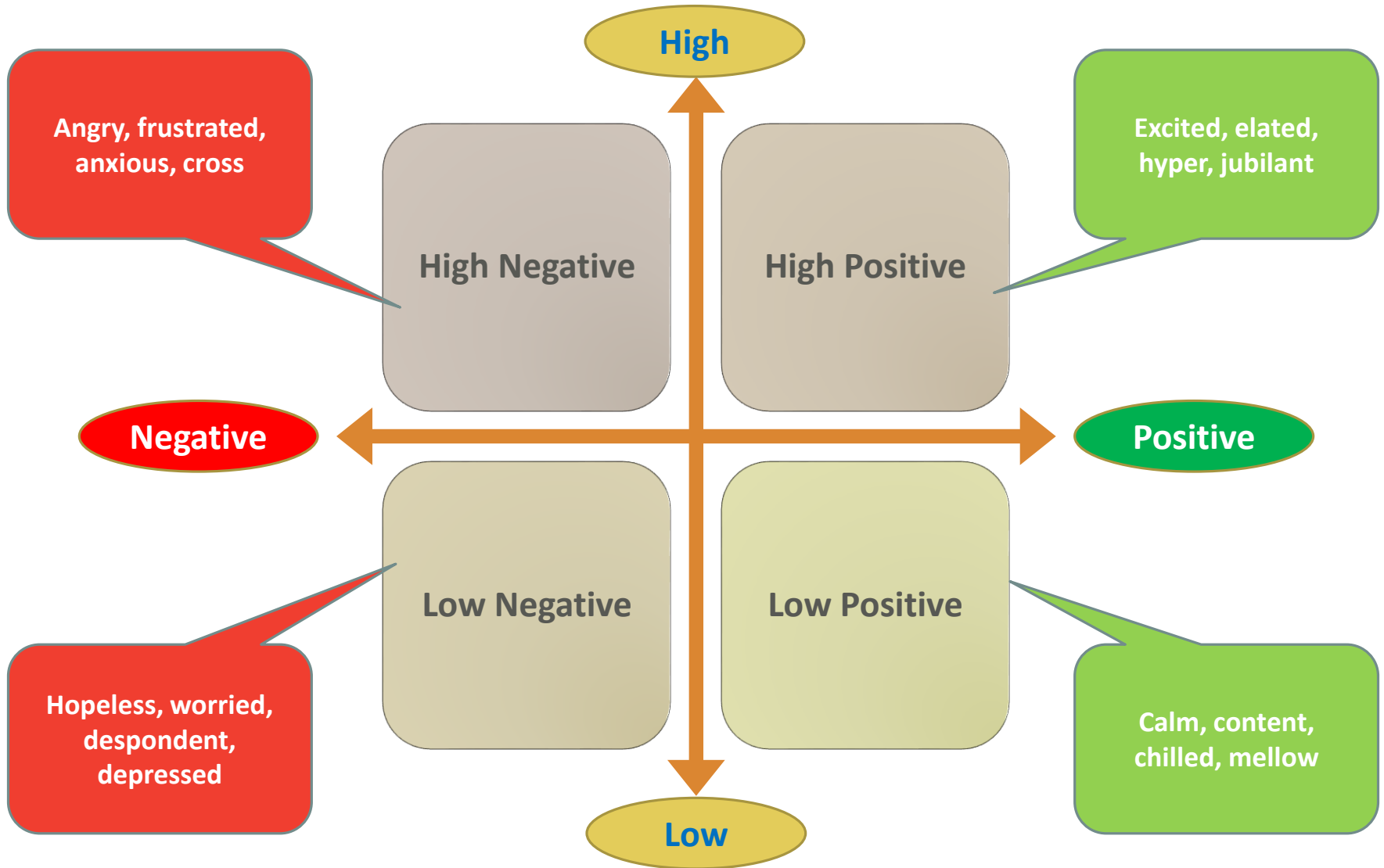
Low

Reference: The Power of Full Engagement.
Loehr and Schwartz

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APPEL

Emotional Connection – how we feel, our mood

High

Low

Negative

Positive

Angry, frustrated, anxious, cross

High Negative

High Positive

Excited, elated, hyper, jubilant

Low Negative

Low Positive

Hopeless, worried, despondent, depressed

Calm, content, chilled, mellow

Reference: The Power of Full Engagement.
Loehr and Schwartz

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Useful Resources

➢ **TedX talk by Shawn Achor:**
   https://www.youtube.com/watch?v=fLJsdqxnZb0

➢ **No Woreez**
   https://www.youtube.com/watch?v=fLJsdqxnZb0

➢ **RCSI School of Positive Psychology**

➢ **Mood Meter App**

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Our Mental Preparation for a Conversation

I-U+

I+U+

I-U-

I+U-

The OK Corral
Life Position Quadrants

YOU'RE OK

I'm not OK / You're OK
Get Away From

Depressive position

I'm OK / You're OK
Get On With

Healthy position

I'M NOT OK

I'M OK

I'm not OK / You're not OK
Go Nowhere

Position of futility and despair

I'm OK / You're not OK
Get Rid Of

Arrogant/paranoid position

YOU'RE NOT OK

Ref: Franklin Ernst

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New initiatives: stress and recovery habits

Spiritual

Mental

Emotional

Physical
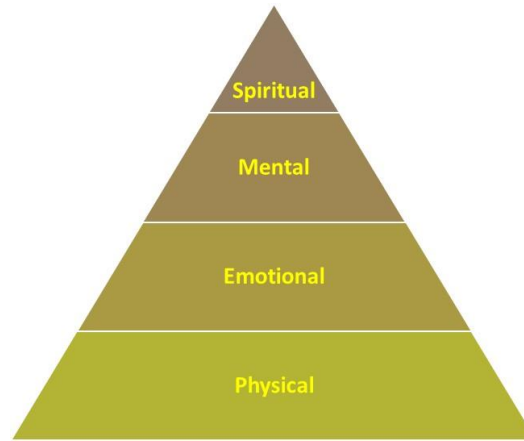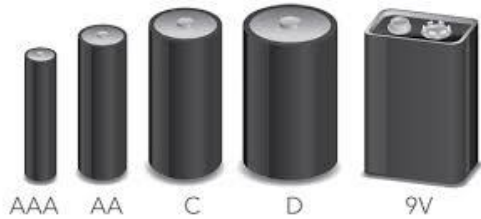
What I can <u>do</u> to build strength?

-
-
-
-

What I can <u>do</u> to recharge?

-
-
-
-

Reference: The Power of Full Engagement.
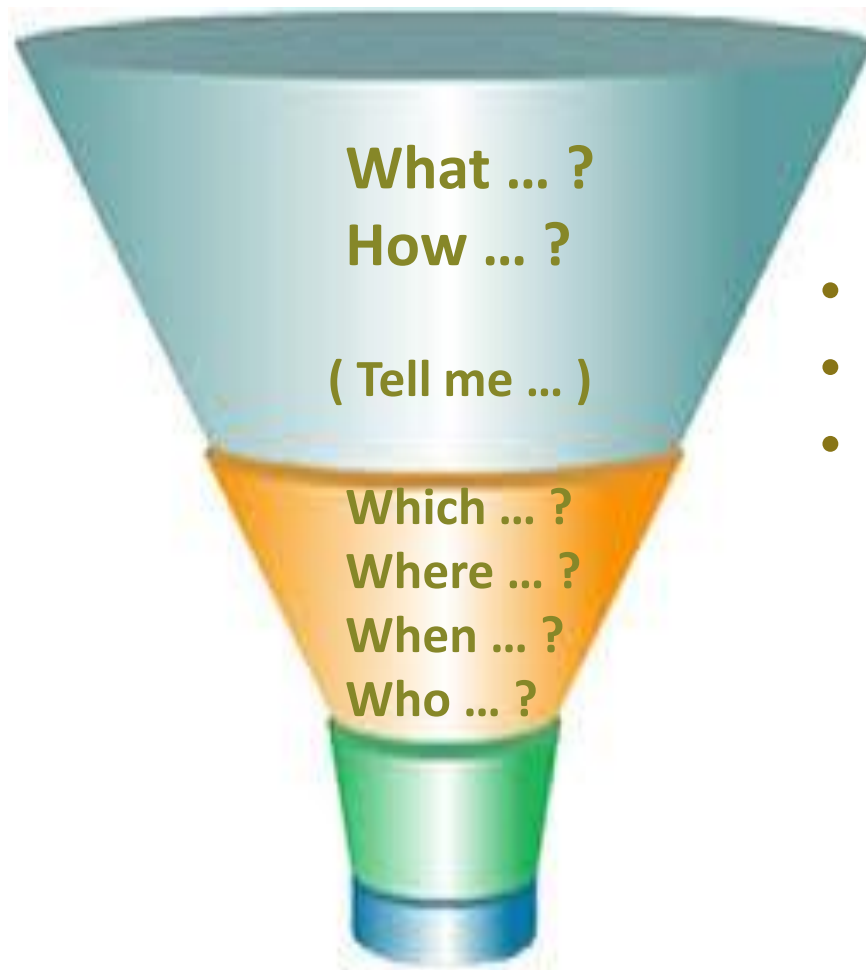**Loehr and Schwartz**

How we cope with events: Response Ability

"If you want to improve results, build relationships.
If you want to build relationships, improve the conversations"

Coaching World
Issue 11, 2014

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Improving the Conversations: Questioning Skills

What … ?
How … ?

(Tell me …)

Which … ?
Where … ?
When … ?
Who … ?

'Discovery Questions'

- **In the funnel**
- **Short and simple, one at a time**
- **Park assumptions / beliefs**

Being really curious
… and avoiding 'yes' or 'no'

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Improving the Conversations: Listening Skills

Listen … lock on, give full attention, suspend judgement

W.A.I.T. … slow down, speak less, let silence do the heavy lifting

Loop back … repeat, paraphrase, summarise

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Inspiring Reading

➢ **Fierce Conversations by Susan Scott**

➢ **Conversational Intelligence by Judith Glaser**

➢ **Time to Think by Nancy Kline**

From Knowing to Doing

What have I learned?

-
-
-
-
-
-
-
-

My plan to take it into Practice?

1.

2.

3.

**Review and re-learn
at least once in the next 3 days**

**Self-commit to making it happen
Share with a Colleague**