

poise now

8 STEPS TO WINNING CONVERSATIONS

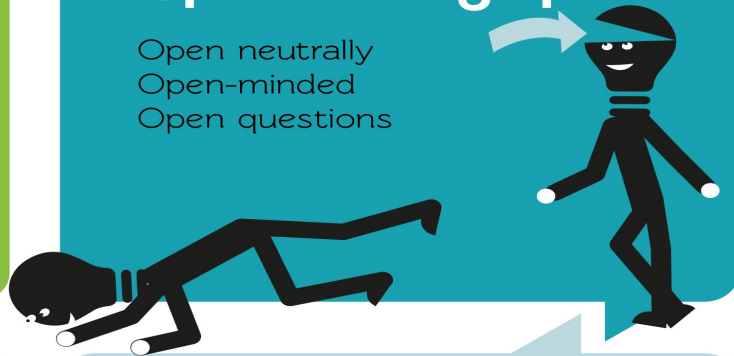
1 Purpose

Clear
Future-focused
Positive Intentions
Mutual.



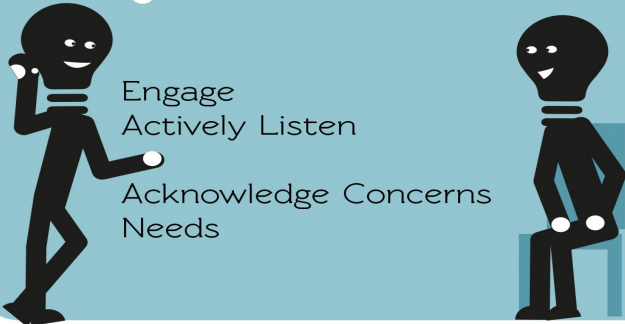
2 Open & Being open

Open neutrally
Open-minded
Open questions



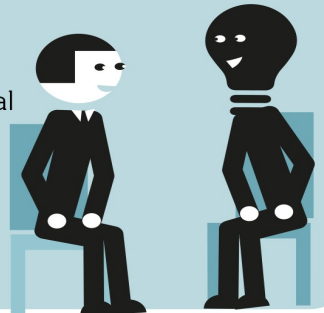
3 Inquire & Invite

Engage
Actively Listen
Acknowledge Concerns
Needs



4 Share

Factual
Objective
Non-judgemental
Specifics
'I' not 'You'
Tentative assumptions



5 Emotions



Be mindful and manage of Hot Buttons
- Yours and Theirs -

6 Needs

most important to Them
Core needs
most important to You
'How can we find a way to meet my need for X and your need for Y'



7 Options

- I Offer
- II choices and
- III alternatives

Invite suggestions
Non-negotiables?
Make it easy to say yes



8 Way Forward



SMART Agreement
No Agreement? Reality test
Consequences

