

## Conversational Skills Cheat Sheet

Skills for Exceptional Conversations	Characteristics of Ineffective Conversations
<ul style="list-style-type: none"> <li>• Reflective listening</li> <li>• Making eye contact</li> <li>• Removing distractions</li> <li>• Listening to understand</li> <li>• Showing mutual interest</li> <li>• Sharing that you don't have all the answers</li> <li>• Creating space for both people to participate equally</li> <li>• Being open to changing your mind/seeing things from another perspective</li> <li>• Open questions; being open to exploring possibilities</li> <li>• Space between speaking</li> <li>• Having patience</li> <li>• Listening to hear vs. anticipating what to say</li> <li>• Being curious and open</li> <li>• Using the four agreements</li> <li>• Being wide open (width of perspectives)</li> <li>• Allowing for depth of possibilities</li> <li>• Providing enough time (not rushing)</li> <li>• Connection</li> <li>• Wanting to hear a response</li> <li>• Supporting the speaker and displaying confidence in them</li> <li>• Open/receptive body language and facial expressions</li> </ul>	<ul style="list-style-type: none"> <li>• A directive</li> <li>• Avoidance</li> <li>• Distracted eyes</li> <li>• Multi-tasking</li> <li>• Listening to respond</li> <li>• One sided (win/lose)</li> <li>• Having a know-it-all attitude</li> <li>• Being immovable and stubborn</li> <li>• A flyby</li> <li>• Only being willing to consider one option</li> <li>• No space for new ideas or perspectives</li> <li>• Speaking at someone</li> <li>• Having a fixed mindset</li> <li>• A lack of connection</li> <li>• Being defensive</li> <li>• Monopolizing the content and the time</li> <li>• One-way communication/feedback</li> <li>• Providing suggestions and ideas as the end solution/end point</li> <li>• Providing ultimatums</li> <li>• Negating and shutting down possibilities, options, and perspectives</li> <li>• A lack of self-management and self-awareness as to your body language's impact</li> </ul>

Skills for Exceptional Conversations	Characteristics of Ineffective Conversations
<ul style="list-style-type: none"> <li>• Cooperative conversation (feedback flows in both directions)</li> <li>• Making suggestions and contribute ideas as a vehicle for exploration and to keep the conversation moving</li> <li>• Creating safety for the other person to speak their truth</li> <li>• Using positive body language. Listeners observe nonverbal cues (e.g., facial expressions, perspiration, respiration rates, gestures, posture, and numerous other subtle body language signals). It's estimated that 80% of what we communicate comes from these signals. You listen with your eyes as well as your ears.</li> <li>• Listen for what's not said and articulating it or making space for it to emerge</li> <li>• Acknowledging the other person's feelings</li> <li>• Never hijacking the conversation so that you or your issues become the subject of the discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Telling people there is only one option and there is no choice ("End of story")</li> <li>• Making people feel wrong and judging their truth as good or bad</li> <li>• Showing a lack of concern for impact and the other person's well-being</li> <li>• A lack of observation and awareness of non-verbal reactions and responses of the deliverer and receiver</li> <li>• Ignoring the conversational spaces and silence</li> <li>• Filling silences and spaces with more words and lopsided opinions</li> <li>• Focusing on winning and convincing at all costs no matter how the other person feels about the discussion</li> <li>• Redirecting of each and every point back to the original perspective's ideas and thoughts</li> </ul>