MESSAGE DELIVERY
LEARNING CONVERSATION

The Recipe & Ingredients for Creating
A LEARNING CONVERSATION

AN INVITATION
Voluntarily Suspending Judgement

BEGINNER’S MIND
Being open to new learning

DIFFICULT CONVERSATIONS
How to Discuss what Matters Most

SHIFT FROM A Message Delivery Stance
To A Learning Stance

WHAT HAPPENED?
Different information
Exploring stories
Looking forward from impact

FEELINGS
Listening
Creating space
Be Present

IDENTITY
Each person is complex, neither in perfect
Skills to regain your balance
We all have needs

POSSIBILITY
Observation
Self-Discovery
Exploration

JUDGEMENT
...(no text present)

The Learning Conversation
Centre & Ground Yourself
Remember Beginner’s Mind
Extend an Invitation
Be open, Be curious

Step Outside Your own Story
Think like a mediator

Listen from the Inside Out
Manage your internal voice

Shift your goal from persuasion to learning

- www.seewhatyoumean.ca -
BARRIERS TO LEARNING CONVERSATION

NO TIME
FEAR
ARROGANCE
LACK OF SKILL
INSECURITY
A successful conversation is first about how we are and then about what we say and do.
THE STEPS

1. GO THROUGH THE THREE CONVERSATIONS

2. BEGIN FROM THE THIRD STORY

3. EXPLORE BOTH STORIES

4. PROBLEM SOLVE TOGETHER
THREE CONVERSATIONS

1. THE WHAT HAPPENED? CONVERSATION
2. THE FEELINGS CONVERSATION
3. THE IDENTITY CONVERSATION
WHAT HAPPENED?

Truth Assumption
Intention Invention
Blame Frame
WHAT HAPPENED?

1. INPUT
   - Event
   - Information
   - Interaction

2. PERSONAL FILTERS
   - Expectations
   - Values
   - Culture
   - Role

3. PROJECTIONS
   - Assumptions
   - Judgements

Perception
WHAT HAPPENED?

TRUTH ASSUMPTION

- BE CURIOUS
- ASSUME THE AND STANCE
- DON’T PRESENT YOUR PERSPECTIVE AS THE TRUTH
WHAT HAPPENED?

INTENTION INVENTION

IMPACT

IMPACT

INTENT

HR | GUIDE TO DIFFICULT CONVERSATIONS
WHAT HAPPENED?

THE BLAME FRAME

CONTRIBUTION

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THE FEELINGS CONVERSATION

FEELINGS
THE FEELINGS CONVERSATION

IDENTIFY FEELINGS
NEGOTIATE WITH FEELINGS
ACKNOWLEDGE FEELINGS
<table>
<thead>
<tr>
<th>Identifying Feelings</th>
<th>FRUSTRATION</th>
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<tbody>
<tr>
<td>ANGER</td>
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<td>INSECURITY</td>
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THE FEELINGS CONVERSATION

NEGOTIATE WITH YOUR FEELINGS
ACKNOWLEDGE FEELINGS

“I'm right there in the room, and no one even acknowledges me.”
THE IDENTITY CONVERSATION

THREE CORE IDENTITIES

AM I COMPETENT?

AM I A GOOD PERSON?

AM I WORTHY OF LOVE?
THE IDENTITY CONVERSATION

AVOID ALL OR NOTHING

COMPLEXIFY YOUR IDENTITY

KEEP YOUR BALANCE
You have an employee who has consistently produced less than stellar work and is generally lazy. You have let it slide until now, hoping he/she would get his/her act together. But recently, you asked him/her to put together a powerpoint for an important presentation and during your presentation, you flipped to a slide and there was a glaring error that was extremely embarrassing.

You decide to confront this employee.
Your boss is out to get you. He/She never listens to what you have to say, is overbearing, and blatantly ignores you in meetings. He/She micromanages all your work and doesn’t trust you to do a good job. The only feedback he/she gives you is when you do something wrong.

You decide to confront your boss.
BEGIN FROM THE THIRD STORY

NEUTRAL
CLEAR PURPOSE
BEGIN FROM THE THIRD STORY
"I have something I’d like to discuss with you that I think will help us work together more effectively."

"I’d like to talk about ____________ with you, but first I’d like to get your point of view."

"I need your help with what just happened. Do you have a few minutes to talk?"

"I think we have different perceptions about ___________________. I’d like to hear your thinking on this."

"I’d like to talk about _________________. I think we may have different ideas on how to _________________."

"I’d like to see if we might reach a better understanding about ____________. I really want to hear your feelings about this and share my perspective as well."
BEGIN FROM THE THIRD STORY

THIRD STORY > THEIR STORY > YOUR STORY
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You decide to confront your boss.
You are working on a project with a colleague who is always talking down to you. She is sarcastic, often rude and she always makes the final decision without considering your point of view.

You decide to confront your colleague.
EXPLORE BOTH STORIES

ASK AND LISTEN

PEANUTS CLASSICS By Charles M. Schulz

SO WHAT DO YOU THINK?
WHAT DIFFERENCE DOES IT MAKE? YOU NEVER LISTEN ANYWAY.

I WAS JUST MAKING CONVERSATION
WHEN YOU MAKE CONVERSATION, YOU HAVE TO LISTEN, TOO!

YOU DO?

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EXPLORE BOTH STORIES

ASK OPEN ENDED QUESTIONS
ASK CLARIFYING QUESTIONS
PARAPHRASE FOR UNDERSTANDING
AVOID YES OR NO QUESTIONS
AVOID LEADING QUESTIONS
PROBLEM SOLVE TOGETHER

ASK FOR ADVICE
ASK FOR THEIR PERSPECTIVE
SAY WHAT IS STILL MISSING
DELIVERING BAD NEWS

BE CLEAR AND UPFRONT

AVOID EASING IN

TAKE THE AND STANCE
“I WONDER IF IT MIGHT MAKE SENSE...?”
“I WONDER IF IT MIGHT MAKE SENSE…?”
1. Go Through The Three Conversations
   • What Happened?
     • Truth Assumption
     • Intention Invention
     • Blame Frame
   • Feelings
   • Identity
2. Begin With The Third Story
3. Explore Both Stories
4. Problem Solve Together