



Connected Conversations

Elements of Dynamic Dialogues

Conversations are at the heart of creating change.

While most walk into conversations unprepared, powerful leaders are intentional and take time to ensure the other person feels understood before making their case.

It's true: most people need to feel heard before they can hear a new perspective.

1. **FRAME:**

1. Know your objective in the conversation, what becomes possible.
2. Set the Context for the talk.
3. Describe your understanding of their world.
4. Speak to the Common Interest.
5. Name the Ghost in the Group Chat.
6. Ask the thing you need to know.

2.: **ENGAGE:**

1. **Ask:** Questions lead the conversation, aim for openness. "Tell me more..."
2. **Listen:** Presence is a gift, aim to be fully present.
3. **Acknowledge:** Demonstrate your understanding, "Sounds like..."
4. **Share:** Ensuring 1-3 are set, make your case.

3. **ALIGN:**

1. Agreement: avoid either/or by addressing their / your real "why."
2. Accountability: Set a timeline and next steps
3. Elevate: Repeat the common interest.