The Art of Crucial Conversations: Listening, Conversational Engagement and Embracing Silence
Agenda

What are Crucial Conversations?

Engagement

Empathy

Elements of Active Listening

The Power of Silence
THE CONVERSATION IS THE RELATIONSHIP
Engagement

Connection with another

Creating the space for another of safety
Appreciative Inquiry: A Case Study (Cont.)

Empathy

The most important factor that predicts outcomes is the level of empathy that the individual perceives.

This is how we do it!
Elements of Active Listening

- Listening
- Attending
- Understanding
Non Verbal Communication

- Personal space,
- Facial expression,
- Display rules – cultural rules that govern how emotions are expressed,
- Eye contact and gaze
- Body language,
- Touch, and
- Paralanguage which includes loudness, intensity, speed and rhythm of speech
The Power of Silence

Collaborative journey—standing with another
Pick a Partner

- Remember your partner—and where you will sit with your partner after the group activity.

- We are now in a cone of silence—awaiting your instructions.
Group Activity

- Everyone line up along the wall
- One line initially please
- Remember the cone of silence
Group Activity

- Please line up according to shoe size
- Maintain cone of silence
- Signal me by snapping
  When the task is complete
Partnership Activity

O Utilizing active listening skills—take 7 minutes per person and find out from your partner their experience with the silent group exercise

O Were you able to identify any active listening skills in the cone of silence
Report Out
Gratitude

- Please thank your partner

- If it feels right
  - Share a moment of gratitude you experienced with your partner
Thank You!!