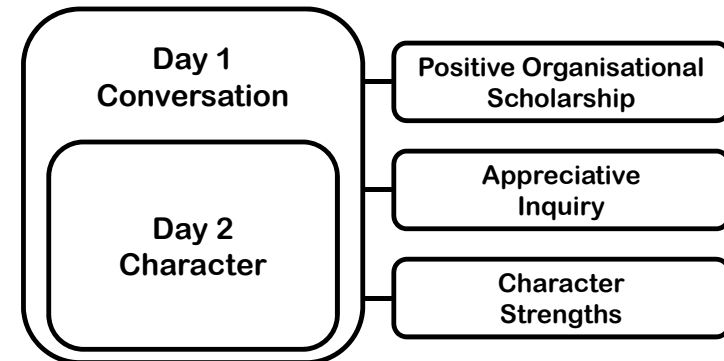


Strong Communication

**Strengths-based Psychology for Leading Yourself,
Your Team and Your Project**
Lindum Group: Day One

Strong Communication

Day 1: Concepts of Change



Strong Communication

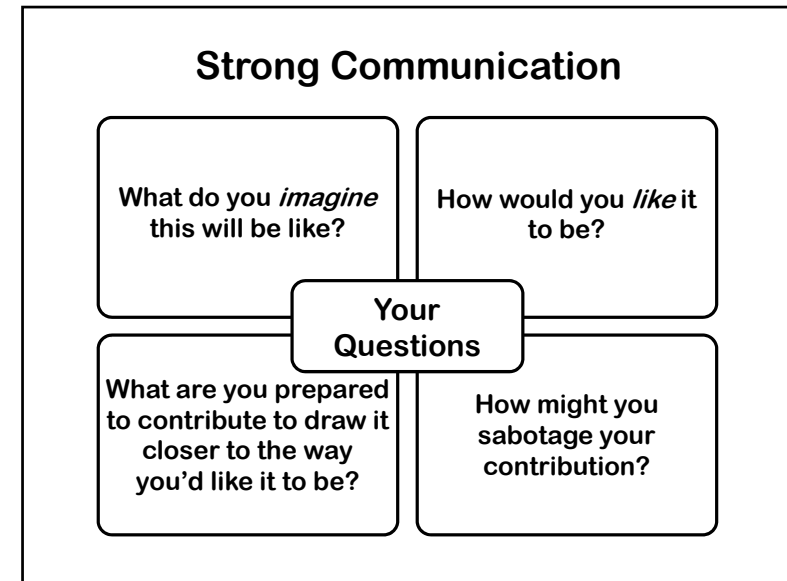
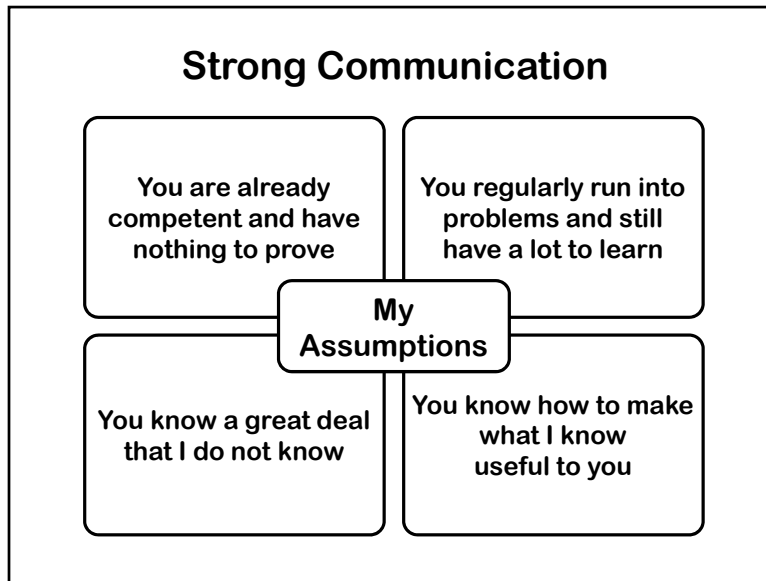
Day 1: Creative Conversation

- Session 1: Conversation Filters**
How we listen and why it matters
- Session 2: Chaos and Commitment**
Four classic leadership conversations
- Session 3: Possibility and Action**
Enrolling people and getting things done
- Session 4: Feedback and Closure**
What happen next?


Strong Communication

Day 2: Character Communication

- Session 1: Character Introduction**
Strengths as a leadership language
- Session 2: Character and Wellbeing**
How strengths do us good
- Session 3: Character Exploration**
Building the strengths of your team
- Session 4: Character Development**
Putting strengths to work

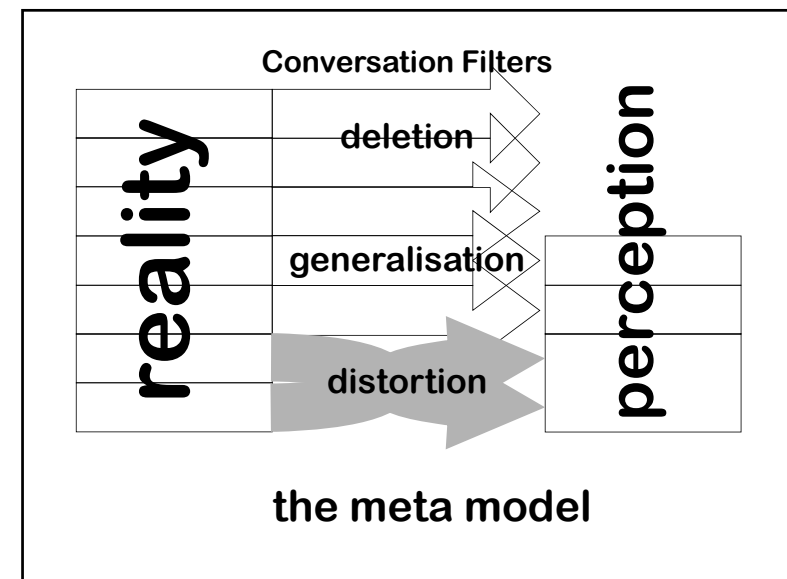


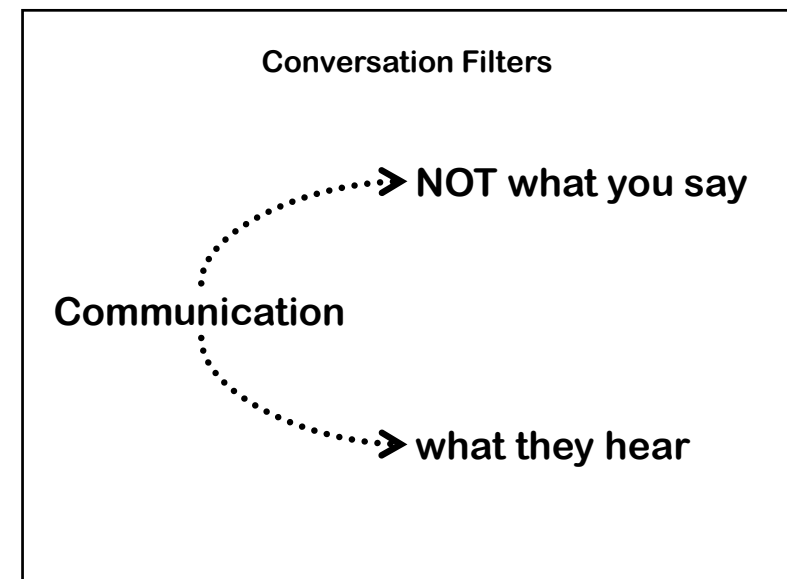
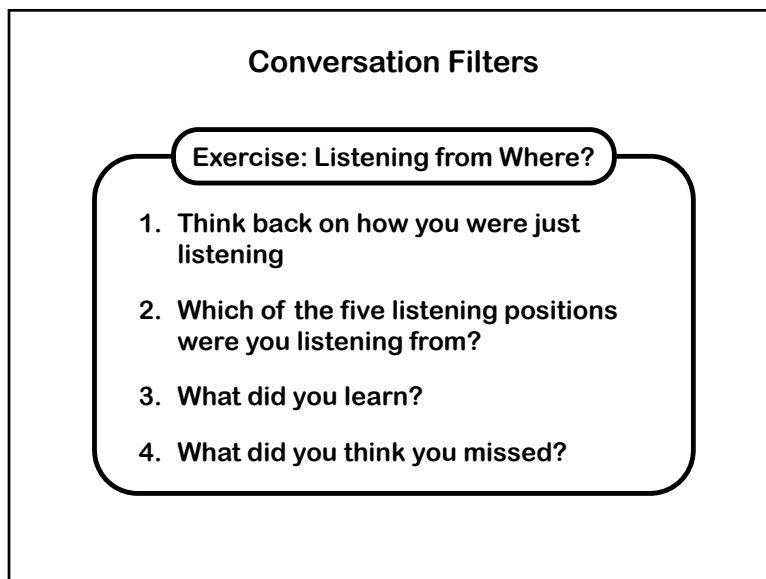
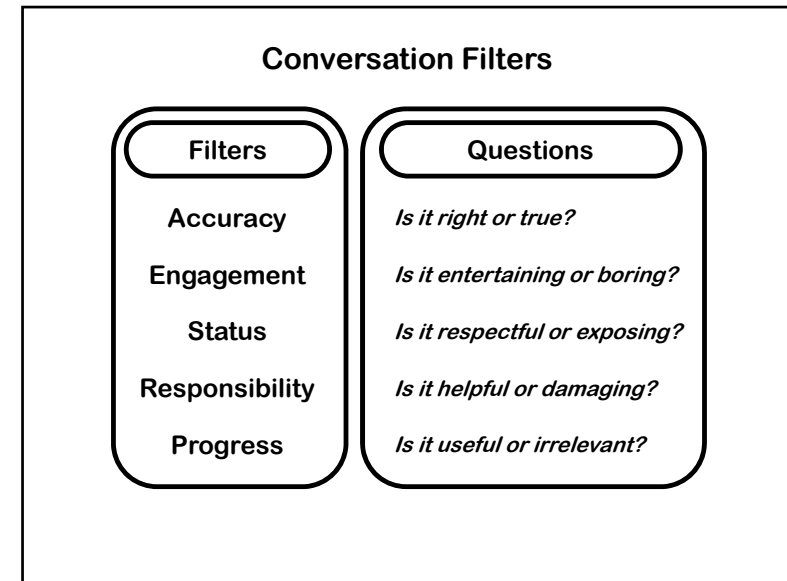
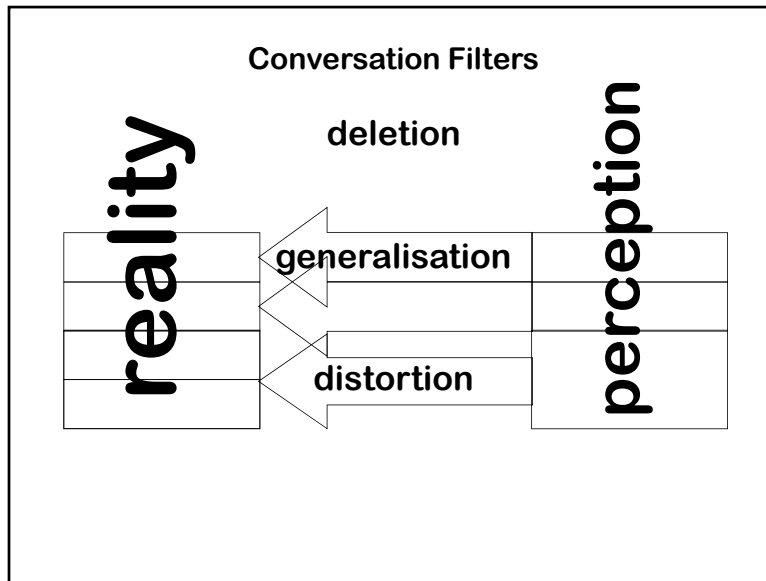
Conversation Filters






The Problem
is not
The Problem





Conversation Filters

Think, for example of the times when you have openly and innocently exposed your feelings to someone important to you, only to be met by an icy rebuff which totally misperceives your intentions: for a moment you are enveloped in a sick, icy, freezing loneliness which seems to drain the very blood from your veins. This is the pain worse than all others and, if experienced in more than occasional small doses, the fate worse than death...

David Smail

Conversation Filters

Exercise: Can You Hear Me?

1. In groups of three or four, take turns to talk about a time when you unintentionally miscommunicated a vital message.
2. What were you trying to say?
3. How did the other person react?
4. What do you think they heard?
5. If you had to do it again, what would you do differently?

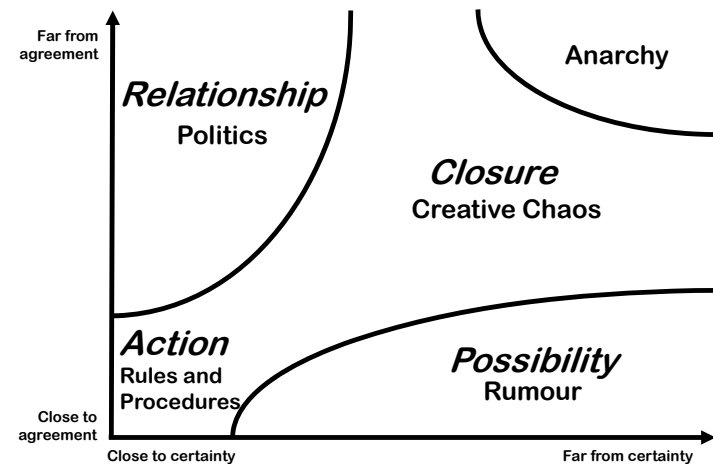
Chaos and Commitment

A problem only exists in the absence of the right conversation

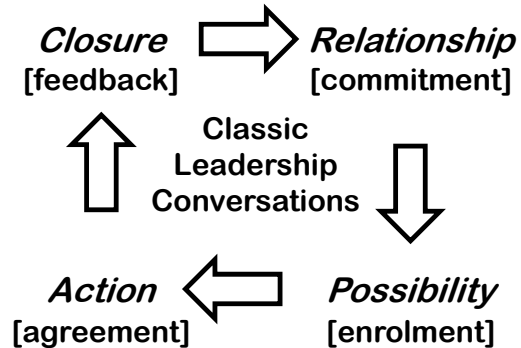
- Werner Erhard

Chaos and Commitment

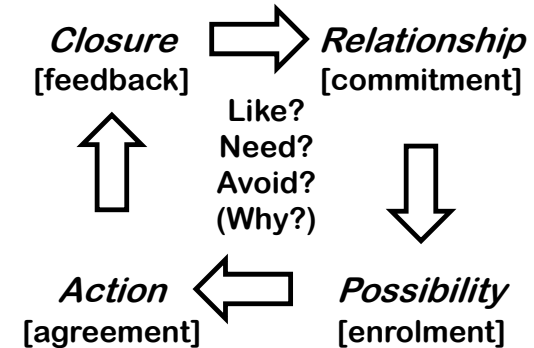
Adapted from Ralph Stacy



Chaos and Commitment



Chaos and Commitment



Conversation One: *Relationship*

**We cannot predict the future, but
we can prepare for it by
attending to the quality of our
relationships.**

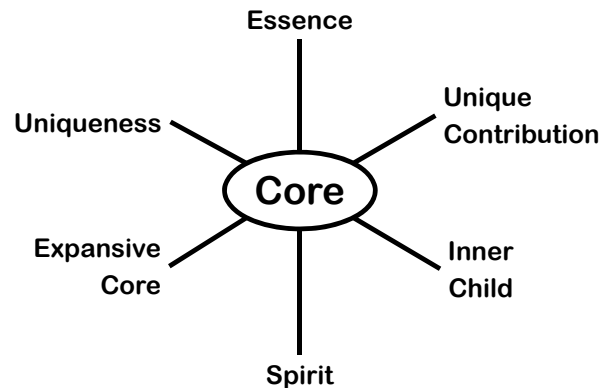
- Meg Wheatley

Conversation One: *Relationship*

Exercise: Mental Subtraction

1. In pairs, name someone you work with regularly, and with whom you have a positive relationship.
2. Clearly picture your life without that person in it. What is the impact? What would that be like? How would things be different? How do you feel?
3. Talk about what that person means to you. Why and how are they important to you?
4. What do they contribute to the workplace? What good do they bring out in you?

Conversation One: *Relationship*



Conversation One: *Relationship*

**who you remain
in spite of the
circumstances**

Conversation One: *Relationship*

Exercise: Committed to What?

1. In groups of three or four, one person shares a success and a failure at work.
2. The group ask questions such as “why?” “what was your positive intention?” “why did that matter so much?” “what is behind that?”
3. The group then feedback strong values they heard.
4. What do you think the person is committed to at work?

Conversation Two: *Possibility*

Preferred Future Factors

Bold (Risky) - stick your neck out
Compelling - exciting, contributory
Skin in the game - committed
Linked to the core - authentic, passion
Inclusive- systemic, options

Conversation Two: *Possibility*

Exercise: Best Possible Self

1. Take a few moments alone to think about a future time when you are expressing your best possible self strongly.
2. Write about it in detail.
 - visualise it in an interesting and appealing way
 - details of having worked hard
 - reaching full potential or life goals
 - something positive and attainable
3. Once you have a clear written picture, think about the strengths, talents and abilities that will be involved in getting there.
4. Then, in a group of three or four, talk about what you would need from a leader or manager to get closer to this ideal.
5. Reflect together on what it is you provide or need to provide to others to be their best possible selves.

Conversation Three: *Action*

Agreement

About current reality

About preferred future

About strategy

About next steps (actions)

Conversation Three: *Action*

In The Stands

Complaint

Explanation

Excuses

Whining

Gossip

Stories

Conversation Three: *Action*

On the Pitch

Request:

for someone to contribute to a goal

Offer:

for your contribution to be received

Requirements:

Commitment
Timescale
Measure

Conversation Three: *Action*

Exercise: On the Pitch

1. Create, or recall, a clear action for someone you work with, with a deadline, a measure and an intention.
2. Share it with a partner and have them ask:
 - a) Is it ecological?
 - b) Do you really want it?
 - c) How you will know if it worked?
 - d) What will you do after it?
 - e) Do you believe it is possible?

Conversation Four: *Closure*

Blocks to Closure

Unmet Expectation
Confused Communication
Thwarted Intention
Undisclosed Commitment

Conversation Four: *Closure*

Giving Feedback

Evidence based:

"This is what I saw/heard"

Separates meaning from stimulus:

"The impact it had was..."

Current state of affairs:

"What he/she is left with is..."

Proffered solution:

"What would help is..."

Conversation Four: *Closure*

Exercise: Feedback Partners

1. Get into a pair and take it in turns to give your partner specific feedback on their behaviour today, mentioning a contributory and a compromising behaviour:

"I observed you..."
"The impact on me was..."
"What you could also do is..."
2. After five minutes each way, find someone else to pair up with and repeat the exercise.
3. And again one more time...

Feedback and Closure

**An ounce of framing is worth
a pound of reframing**

- Judith Delozier

Feedback and Closure

The Conversation Called...

How do we create a better
relationship?

What future can we build?

What can you contribute to
the goal?

How could we improve
performance?

*How can you treat me
better?*

*What game are you
playing?*

You should be doing x.

Be less of a t~@t

Feedback and Closure

Exercise: Moral Gossip

1. In groups of four Describe a conversation you'd like to have at work and explain why it hasn't happened already. Name the conversation, then remain silent while the group discusses any of the following:
 - a) Where have they have faced similar situations?
 - b) What commitments do they hear in you and the other person?
 - c) What other breakthrough conversation is needed? Is it for relationship, possibility, action or closure?
 - d) What is the real conversation they are planning to have called?
2. Notice the parts of the conversation that affected you the most, including resistance, and share this with the group.