



Thank you for attending the InteraWorks Conscious Conversations program.
We appreciate the time and contributions you have shared with us!

Here is a quick recap of our session.

Key points we discussed:

- Conversation basics including the communication dynamics and challenges
- Ladder of Inference model(how information transitions from data to action)
- Automatic responses to external and conversational stimuli can create conflict
- Strategies to manage emotional reactions are necessary to having Conscious Conversations
- Conscious conversations require work and practice

Tools we used:

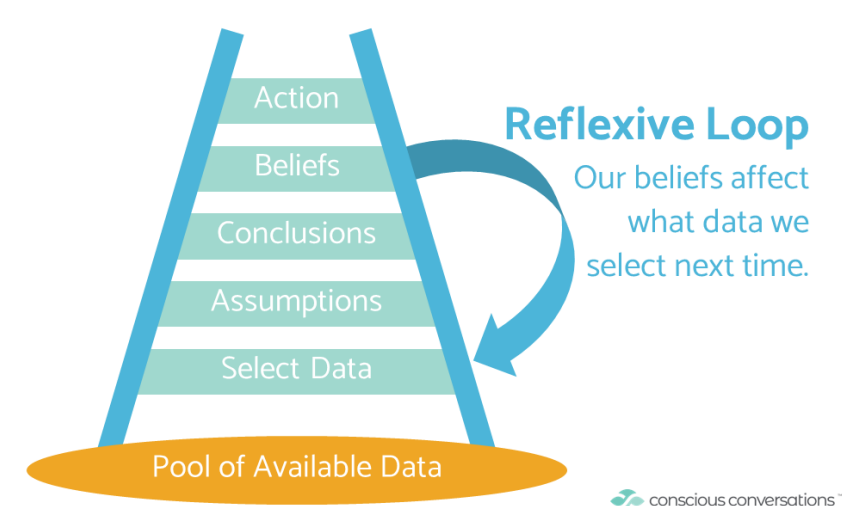
Conscious Conversation Framework



Appreciative Questions

- What's already working? What are our strengths? Where are we successful?
- What specifically causes it to work?
- What is the outcome we want to achieve?
- What is the benefit to our organization/customer/you, in accomplishing this outcome?
- What specifically can we do more of, better or differently?
 - Who will do what by when?
 - How do we measure this?

The Ladder of Inference



Action items to consider:

- Take some time to prepare for your next conversation. What do you want? Are you willing to let go of false assumptions and conclusions?
- As a team, decide how you will use the Ladder of Inference to discuss difficult topics.
- Be brave: begin a conversation with someone you avoid because they are too “difficult.” Practice using the tips from the Conscious Conversation program. Change your approach and take note of what occurs.

We value sharing this experience with you.
Best of luck with your next productive and aligned conversation!