conscious conversations

Participant Resource Guide

An **interaworks** Program

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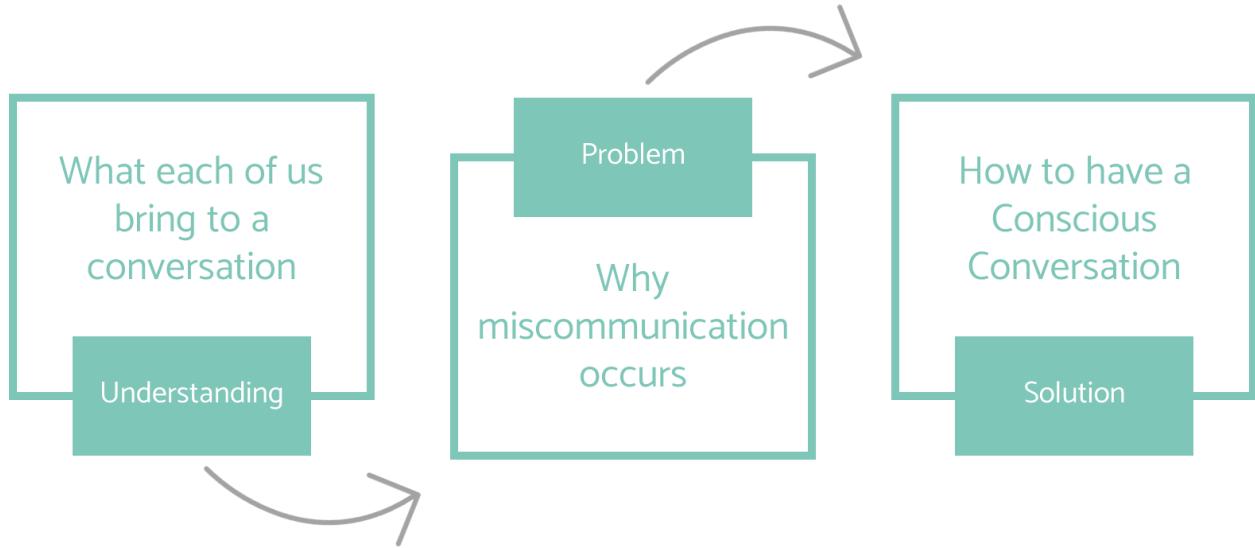
Conscious Conversations

What each of us bring to a conversation

Understanding

Problem

Why miscommunication occurs

How to have a Conscious Conversation

Solution

Ladder of Inference

Action

Beliefs

Conclusions

Assumptions

Select Data

Pool of Available Data

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Assumptions - Think of the last time you had a misunderstanding.

Did you make any assumptions? If so, did your assumption benefit or hinder (disadvantage/harm/stifle) the conversation?

Tip #1: Be Ready to Learn

Recognize Acknowledge Ask

Reflexive Loop

Reflexive Loop

Our beliefs affect what data we select next time.

Action

Beliefs

Conclusions

Assumptions

Select Data

Pool of Available Data

Tip #2: Climb Together

Know Your Rung → Clarify Context → Be Mobile
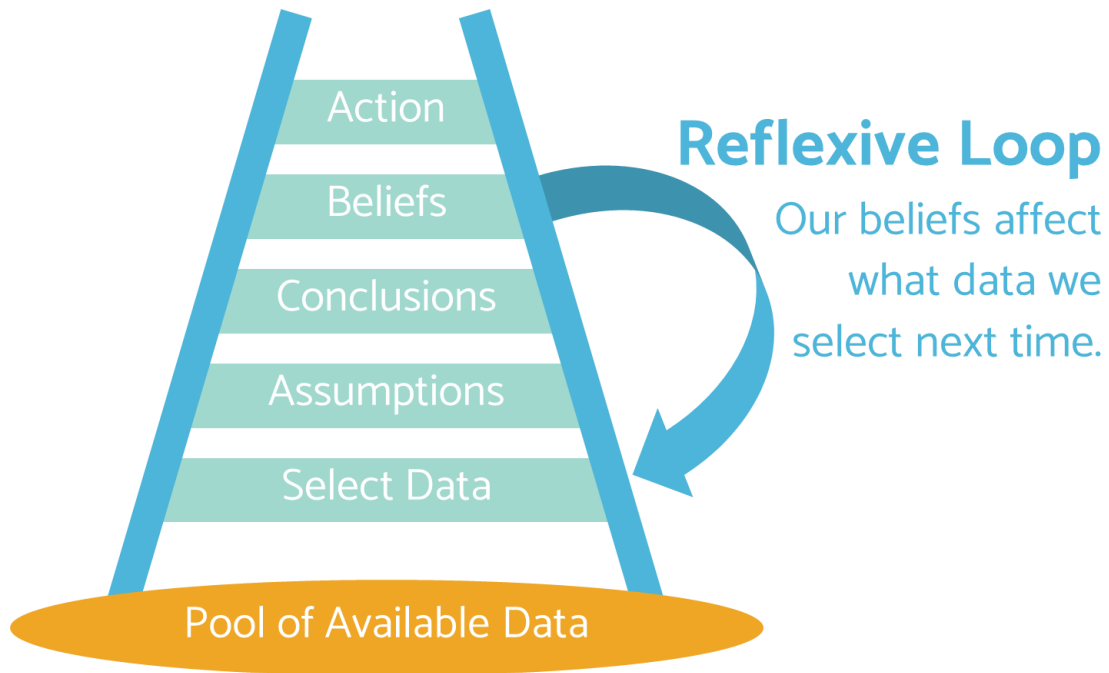
Climb Together

Team member A is on the belief rung. Team Member A believes meetings are pointless because nothing ever gets accomplished. Team Member A may be right or may be wrong; this doesn't matter. Team Member A is checked out and a little resentful for having to attend the 4th meeting regarding this topic. Her beliefs are affecting her meeting behavior.

Team Member B brings in some new information. Team Member B is really passionate about what this data says. Team Member is sure the data will tell them what to do.

As Team Member B begins a conversation about this new data, he is met with Team Member A's apathy.

Help Team Members A and B Climb Together!

Which rung is Team Member A on?

How can Team Member A clarify context?

What can Team Member A do to be mobile?

Which rung is Team Member B on?

How can Team Member B clarify context?

What can Team Member B do to be mobile?

WHAT provokes you and why?

WHO provokes you and why?

My Response (part 2)

How do you respond?

Managing Triggers

Your old automatic emotional/ behavioral patterns may no longer be appropriate or may be out-of-date. They can sabotage you.

Heightened awareness creates the space to slow down the automatic emotional and behavioral responses and create new brain wiring.

Tip #3: Increase the Space

Identify automatic responses → Notice emotional changes → Be accountable
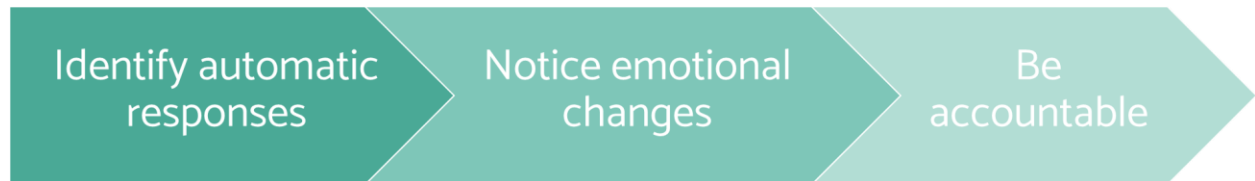
When [   ] , I feel unsafe.

(Insert what provokes you)

I respond by [   ]

(Physiological response)

and [   ]

(Behavior response)

I can "increase the space" by

[   ]

Inside Voice vs. Outside Voice

What we THINK

What we SAY

Saying Too Little

Saying Too Much

Take a toll on well-being

Increase tension on team

Prevent empathetic listening

Damage relationships

Impede productivity

Increase tension on team

Prevent empathetic listening

The Mind's "Toxic Waste"

Dump it	→	Pollutes the Environment
Hold it in/Bury it	→	Implodes or Leaks Out
Process it	→	Generates New Energy

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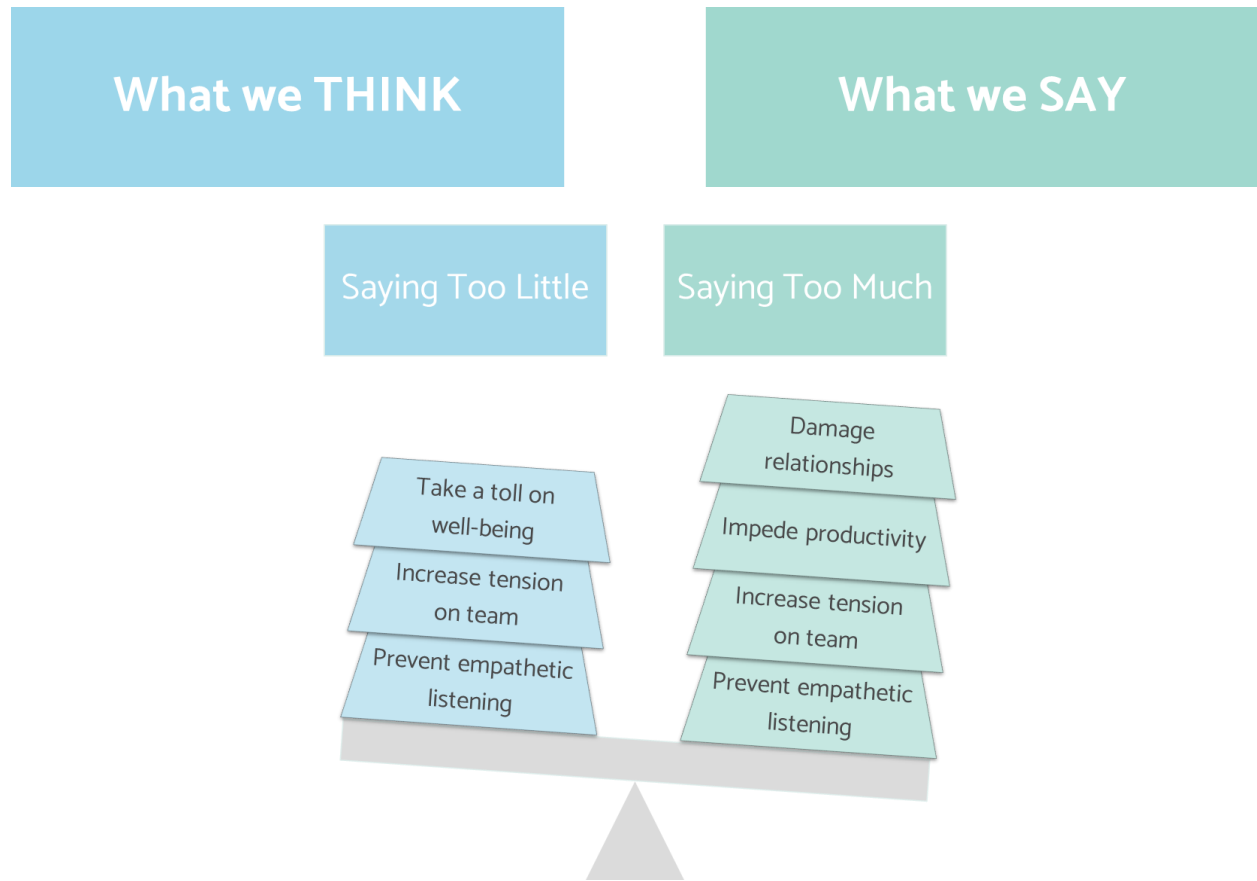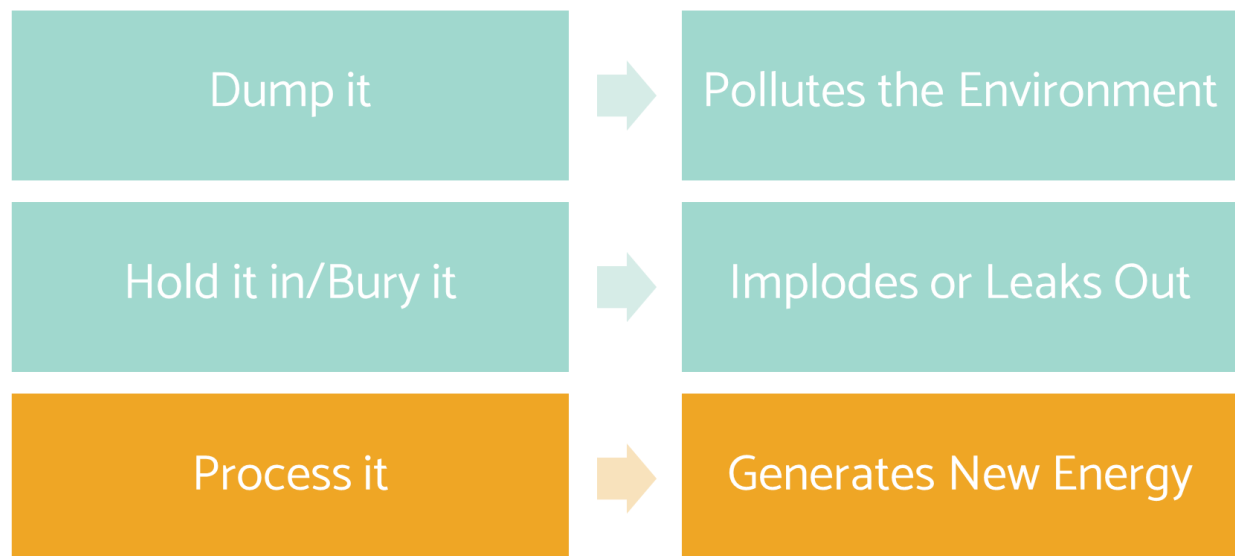
Skillful Inquiry

Curiosity

Originates from an open mind and genuine interest

Clarity

Allows speakers to reveal what is most important to them

Compassion

Encourages speakers to appreciate others

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?

Tip #4: Find the Balance

Be curious → **Be compassionate** → **Be clear**

conscious conversations

Conscious Conversation Framework

- Recognize Assumptions
- Acknowledge Conclusions
- Ask Questions

Be Ready to Learn

- Know Your Rung
- Be Mobile
- Clarify Context

Climb Together

Find the Balance

- Be curious
- Be compassionate
- Be clear

Increase the Space

- Identify automatic responses
- Notice emotional changes
- Be accountable

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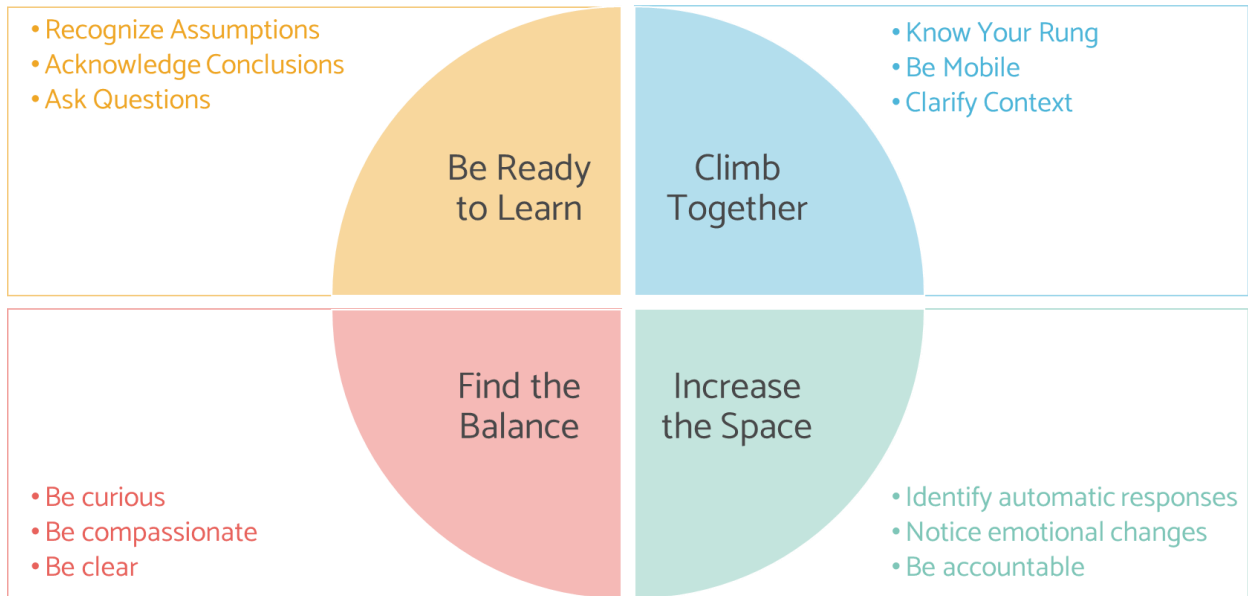
elevate your experience

Core Programs

Increase capacity and engagement via these foundational instructor-led programs. Ensure your organization is purposeful and inspired with leaders at all levels are applying their full potential while leveraging systems and tools for optimal execution and performance.

Essentials Programs

InteraWorks knows that what have been traditionally called "soft" skills are really the essential skills that can make or break a team, project, or culture. Further, these skills most critical to success are ones that are not usually taught – like how to focus, collaborate, communicate, and adjust when the going gets tough. How can we expect to thrive in complex work environments when we don't have the essential skills we need? The Essentials teach these important skills. Your participants will naturally access their inner resources and leverage memorable and practical models to accomplish amazing things as a result. Applications include open enrollment learning, leadership development, learning tracks, internal conferences, new manager programs, team building and more.

Mastery Practices

We recognize true learning requires reinforcement to make the learning stick. These 1-hour microlearning bites help participants avoid previous behavior patterns and integrate new skills into their everyday work life for true sustainable learning. It's amazing what a difference one hour can make.

All programs Include: Facilitated program, online platform and mobile apps, an ongoing Mastery Practice curriculum and access to our online resource Learning eXperience Platform (LXP).

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Our Why

Our purpose is to elevate the human experience and empower individuals and teams to find their purpose and reach their full potential. We believe in the symbiotic relationship between organizations and people – where organizations thrive because of the people in them, and people thrive because of the environment the organizations have created. We support people in improving their performance and development and through this we help organizations get the results they want.

Our What

InteraWorks is the next generation of learning and development for enterprise companies. Combining experiential learning, technology, and yearlong development paths, you can deploy our programs to professionals and leaders of all levels and transform the way your "work" gets done. We balance our proven mindset and methodologies with integrated practical systems and technologies that ensure your success. Our programs expand the capacity and capability of people through action, habit, mindset, focus, and prioritization.

Our How

We provide a truly integrated learning experience that is practical, powerful, and provides immediate results. Our systems work because we combine theory and science with belief and behavior transformation. We also fulfill our values and commitment to service through our Best Year Yet Foundation, a 501(3)c organization that provides InteraWorks systems, tools, and other support to help organize, focus, and increase effectiveness in nonprofits and community projects around the world while reducing the burnout so often associated with service work.

Learn more about our programs, ask a question, or reach out for a conversation.

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