

## BE AWARE

- \* WE ALL ONLY KNOW A PIECE OF THE WHOLE.
- \* SEEK TO KNOW HOW YOU MAKE SENSE OF SITUATIONS: "THE STORY I'M TELLING MYSELF IS ..." OR "HERE'S WHAT I'M HEARING ..." OR "I MAKE SENSE OF THAT BY..."
- \* NOTICE AND NAME YOUR OWN THOUGHTS, FEELINGS, & WHAT'S HAPPENING IN YOUR BODY. (BRENÉ BROWN IN "DARE TO LEAD")

## BE COURAGEOUS

- \* COURAGE IS NOT THE ABSENCE OF FEAR, OR BEING FEARLESS
- \* COURAGE IS ACCURATELY ASSESSING RISK & RESPONDING.
- \* COURAGE IS FIERCE. COURAGE IS A CHOICE. (BRENÉ BROWN IN "DARING GREATLY" & SUSAN SCOTT IN "FIERCE CONVERSATIONS")

## TAKE RESPONSIBILITY

- \* COMMIT TO 100% OWNERSHIP OF YOUR INNER EMOTIONAL AND MENTAL RESPONSES.
- \* MONITOR FOR:
  - DENIAL "THAT'S NOT HAPPENING!"
  - BLAME "NEEDS TO CHANGE FIRST!"
  - JUSTIFICATION "THAT'S THE WAY IT IS, HERE"
  - SHAME "I'M NOT ENOUGH."
  - OBLIGATION "WE WERE TOLD WE HAD TO."
- \* ASK INSTEAD: "WHERE AM I IN THIS?" "WHAT DO I THINK?" "HOW DO I FEEL?" (CHRISTOPHER AVERY'S "RESPONSIBILITY PROCESS")

## SHARE THE IMPACT

- \* HELP OTHERS UNDERSTAND THE IMPACT THEIR WORDS & ACTIONS HAVE
- "I FEEL/THINK \_\_\_\_\_ WHEN YOU \_\_\_\_\_ BECAUSE \_\_\_\_\_" (MARSHAL ROSENBERG & NON-VIOLENT COMMUNICATION)

# TACTICS FOR USING WORDS

A VISUAL GUIDE TO EFFECTIVE CONVERSATIONS BY KEVIN CALLAHAN  
WWW.KEVIN-CALLAHAN.COM

## MAKE A REQUEST

- \* SOMETIMES JUST ASKING IS THE MOST EFFECTIVE WAY TO COMMUNICATE WHAT WE WOULD LIKE OR NEED.
- \* REQUESTS START WITH "WILL YOU..." OR MAYBE "WOULD YOU BE WILLING TO..."
- \* SPECIFIC REQUESTS ARE MORE LIKELY TO BE EFFECTIVE.
- \* REQUESTS TO START, RATHER THAN (OR IN ADDITION TO) STOP SOMETHING, CAN CREATE MORE POSSIBILITY. (FROM CO-ACTIVE COACHING)

## BE CURIOUS

- \* "SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD"
- \* ASK OPEN ENDED QUESTIONS, LESS TENDS TO BE MORE: "WHAT ABOUT THAT?" OR "WHAT KIND OF \_\_\_\_\_" OR "WHAT WOULD YOU LIKE TO HAVE HAPPEN?"
- \* REFLECT BACK TO CHECK FOR ACCURACY: "I HEAR YOU SAYING \_\_\_\_\_, IS THAT WHAT YOU WANT ME TO HEAR?" (STEPHEN COVEY IN "THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE")

## BE SPECIFIC AND EXPLICIT

- \* IMAGINE THERE IS A CAMERA RECORDING: WHAT BEHAVIORS & EXACT WORDS WOULD IT CAPTURE? REFER TO THOSE.
- \* SHARE OBSERVATION RATHER THAN INTERPRETATION. "YOU MAKE ME ANGRY" MIXES THESE. "I FEEL ANGRY, WHEN YOU \_\_\_\_\_" SEPARATES OBSERVATION & IMPACT.

I FEEL \_\_\_\_\_, WHEN YOU \_\_\_\_\_, BECAUSE \_\_\_\_\_.

WHAT WOULD YOU LIKE TO HAPPEN?

WHAT ARE YOU THINKING/FEELING?

ONE THING I'D LIKE YOU TO  
- START IS \_\_\_\_\_.  
- STOP IS \_\_\_\_\_.  
- CONTINUE IS \_\_\_\_\_.

I NOTICE/OBSERVE \_\_\_\_\_.  
I WOULD LIKE \_\_\_\_\_.  
WILL YOU/ARE YOU WILLING TO \_\_\_\_\_?

SOMETHING I APPRECIATE/ADMIRE ABOUT YOU IS \_\_\_\_\_.

## BE COMPASSIONATE

- \* IT CAN BE HELPFUL TO REMEMBER YOU ARE IMPERFECT, ROUGH-EDGED, EMOTIONALLY MESSY HUMAN BEINGS TRYING TO COMMUNICATE.
- \* JUST AS YOU HAVE NEEDS & DESIRES, SO DOES THE PERSON/PEOPLE YOU ARE WITH.
- \* SOMETIMES MAKING SPACE FOR THE OTHER PERSON IS HELPFUL: "HOW DOES THAT LAND WITH YOU?" OR "WHAT DO YOU HEAR ME SAYING?"
- \* CONVERSE WITH A PERSON, NOT A POSITION OR OPINION.
- \* HOW WE TRULY SEE ANOTHER DRIVES HOW WE BEHAVE; SEEK THE BEST IN EACH OTHER.