

# CONNECTING AND CONVERSING WITH INTENT



## Do

- Be calm and listen to understand
- Develop trust - a safe environment
- Allow the recipient to give their view
- Have an open mind
- Articulate your point clearly
- Create a joint agenda
- Allow your partner to share how they feel and what would work in future

## Don't

- Interrupt
- Criticize without understanding
- Assume the other person understands your point
- Have preconceptions
- Be impatient
- Be judgmental
- Give the feedback when you are emotional

## Preparing for difficult conversations

- First check-in with yourself to clarify what the conversation is about
- There are two essential components:
  - Clarify what standard was violated
  - Clarify what you would like the other person to do to meet the standard
- Be mindful (in the spirit of co-creation) to remain open to input from the other.

## Conversation Flow

