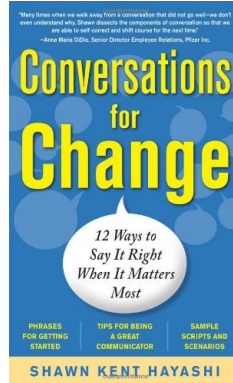


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Conversations for Change®

12 Ways to Say it Right When it Matters Most

Discussion Guide – For Students and Readers

Chapter 1: Emotional Intelligence

Why is emotional intelligence the starting point for effective conversations?

What are the five emotional intelligence competencies?

What is an emotional wake and how does it affect workplace dynamics?

What are the core emotions?

Chapter 2: Values: Workplace Motivators

What are the six basic workplace motivators/values and characteristics of each?

Why is it important to understand motivators when we create assignments for others?

How can you observe and identify other people's values through every-day interactions?

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Chapter 3: Communication Styles

What are the different communication styles and characteristics of each?

What does it mean to say someone has a “preferred communication style” and an “adapted communication style”?

The 12 Conversations

Chapter 4: Overview of the 12 Conversations

What are the 12 main types of conversations? What are examples of situations in which each type of conversation would be applicable and useful?

Chapter 5: Conversations for Connection

What scenarios call for conversations for connection?

How can you be to be a good listening?

Chapter 6: Conversations for New Possibilities

What are some techniques for exploring and seeing new possibilities?

What are the barriers to creating new possibilities?

Chapter 7: Conversations for Structure

When is structure necessary?

What types of jobs and organizations specialize in creating structure?

Chapter 8: Conversations for Commitment

How can you engage people and have them commit to a mission?

What causes people to disengage from tasks and loose commitment?

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Chapter 9: Conversations for Action

What steps can be implemented in order to take action during a project and get unstuck during times of uncertainty or complacency?

What makes an effective conversation for action that will ensure that team members will follow through and complete the action?

Chapter 10: Conversations for Accountability

How can we create accountability in people? What are the building blocks to accountability?

What role do other people, such as accountability partners, play in helping an individual be “personally accountable”?

What is the concept of an accountability game?

What are the keys to preparing for and having a successful conversation for accountability? (See the six step plan on page 131)

Chapter 11: Conversations for Conflict Resolution

What are the different types of conflict?

How can you tell when someone is unwilling to acknowledge a conflict?

What are mistakes teams make during conflict resolution?

Chapter 12: Conversations for Breakdown

What is a breakdown? What happens to a company’s or team’s momentum when a breakdown occurs?

What are the three steps to dealing with breakdowns?

What other ways can you handle a breakdown?

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Chapter 13: Conversation for Withdrawal and Disengagement

When would it be appropriate to withdraw and disengage from a relationship?

What can be done to avoid repeating the same pattern of creating unhealthy or negative relationships?

Do you always need to explain the details for reasons why you want to withdraw from a relationship with someone? When would be an appropriate time to exclude such information from the conversation?

Chapter 14: Conversations for Change

What emotions can come into play when having a conversation for change?

What can be done to make changes within an organization exciting as opposed to scary for the employees and those whom the changes are being imposed upon?

Chapter 15: Conversations for Appreciation

What are the different ways to show appreciation?

How can conversations for appreciation go astray?

How should you accept thanks and appreciation?

Chapter 16: Conversations for Moving On

When might you need to have a conversation for moving on?

What other types of conversations can you have in conjunction with a conversation for moving on?

Chapter 17: Putting it All Together

How do all of the types of conversation work together? (see “When the Conversation Changes Journey Map page 216)?

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For each type of conversation discussed in the book, which communication styles excel at it and which styles need to practice it?