

The Art of Effective Conversations

Introducing a practical communication model

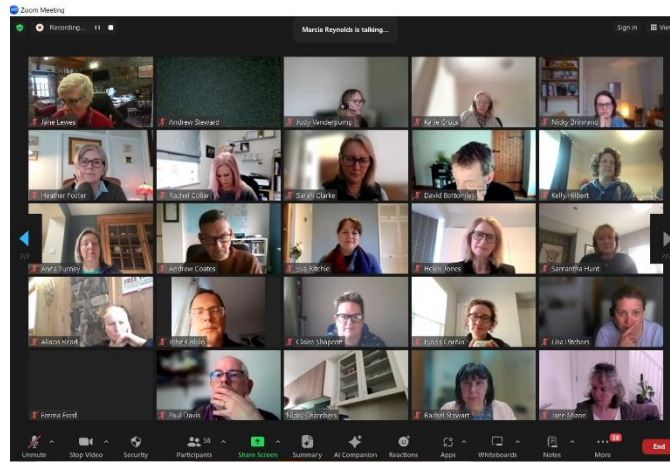
facilitated by

Clare M Smale





inspired2learn





Misunderstanding

Miscommunication

Difficult conversations

Easier conversations

- What is your personal undertaking?
- What is your motivation for being here?
- What is the outcome today?
- What do you want to have happen today?
- What does your context need you to learn?
- What do your current and future colleagues, parents, forums, partnerships and communities need you to learn?
- Why here, why now?



NLP

- Neuro
- Linguistic
- Programming



What is NLP?

Anything that works

Robert Dilts

*NLP is an attitude and a methodology, which
leave behind a trail of techniques.*

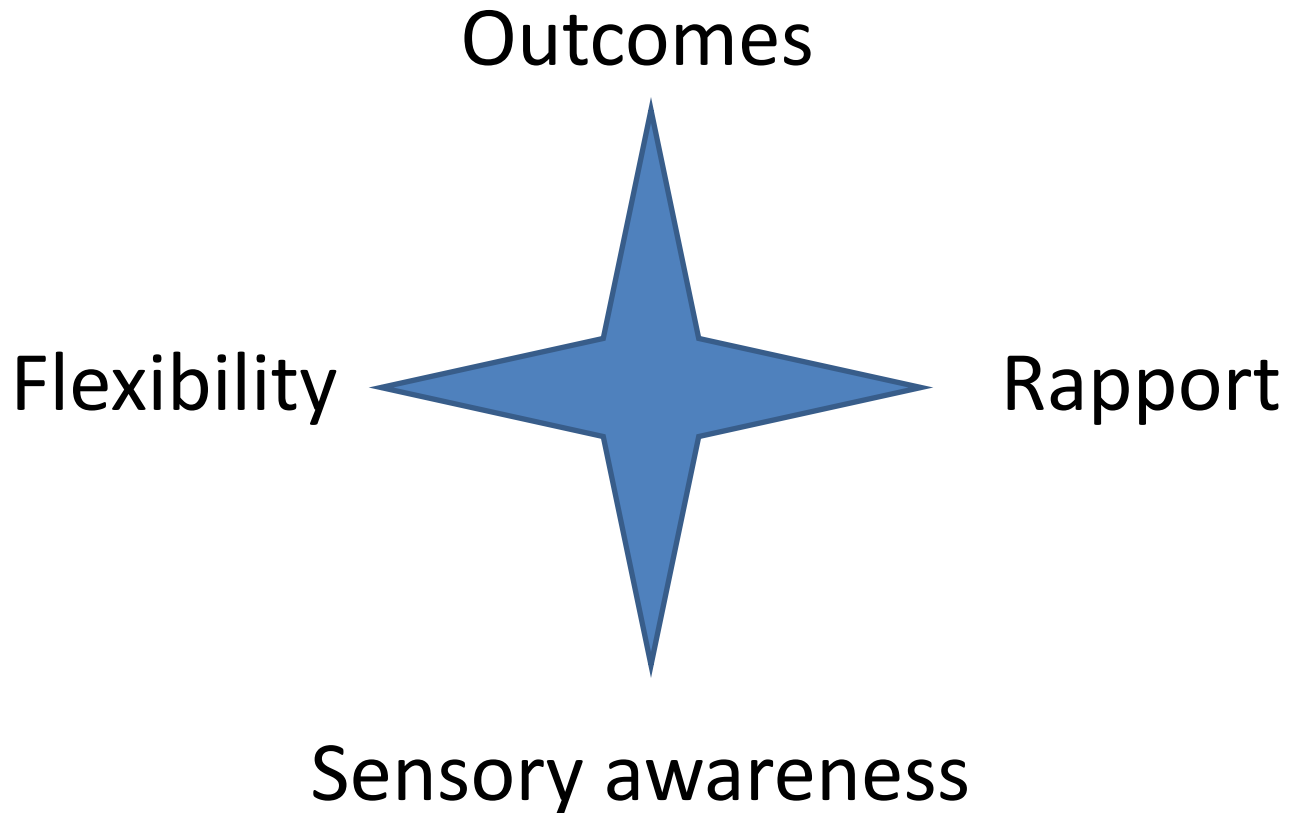
Richard Bandler

NLP is the study of human excellence.

Gillian Burn



The 4 pillars of NLP - effectiveness



Distortion

Not the same as reality



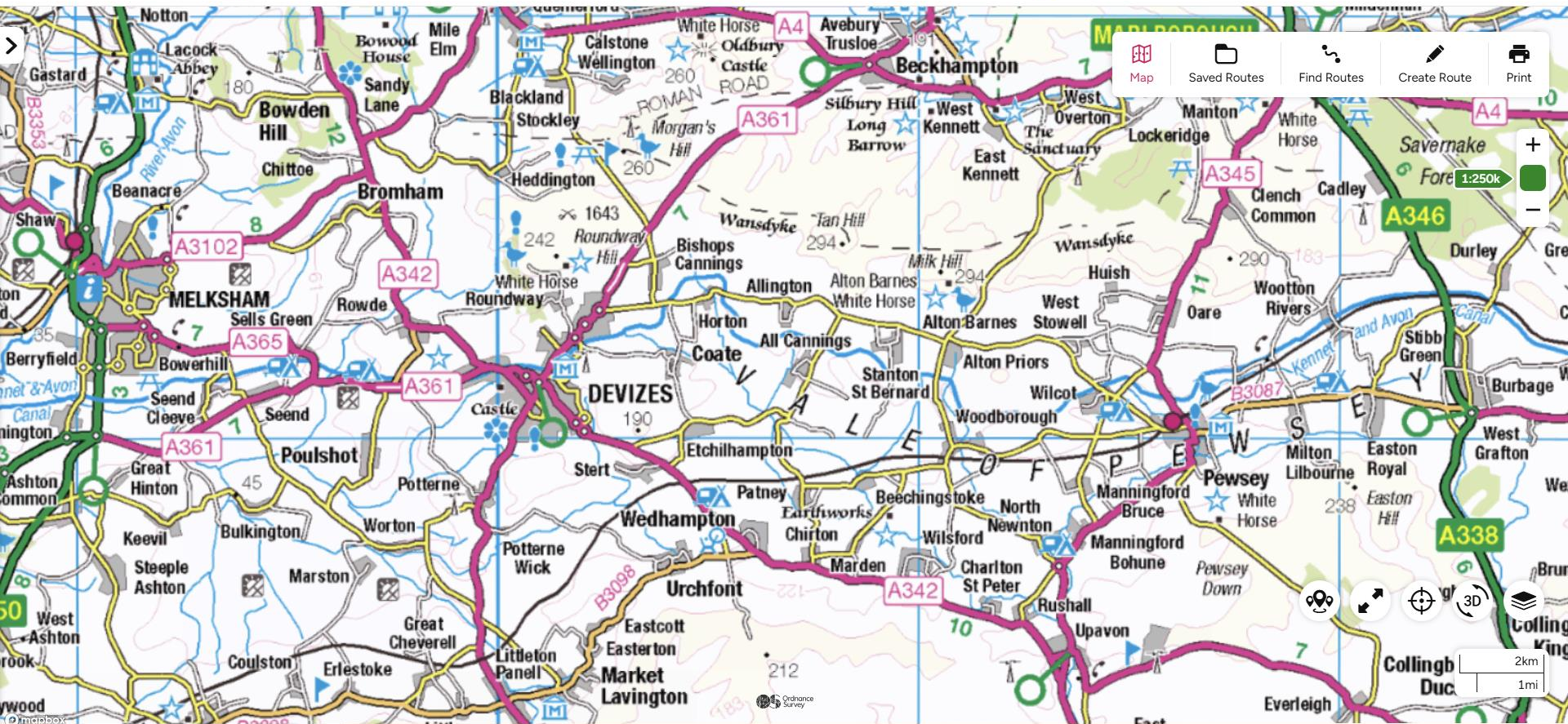
Generalisation

Ignore specifics to create a common experience

Deletion

Removes detail



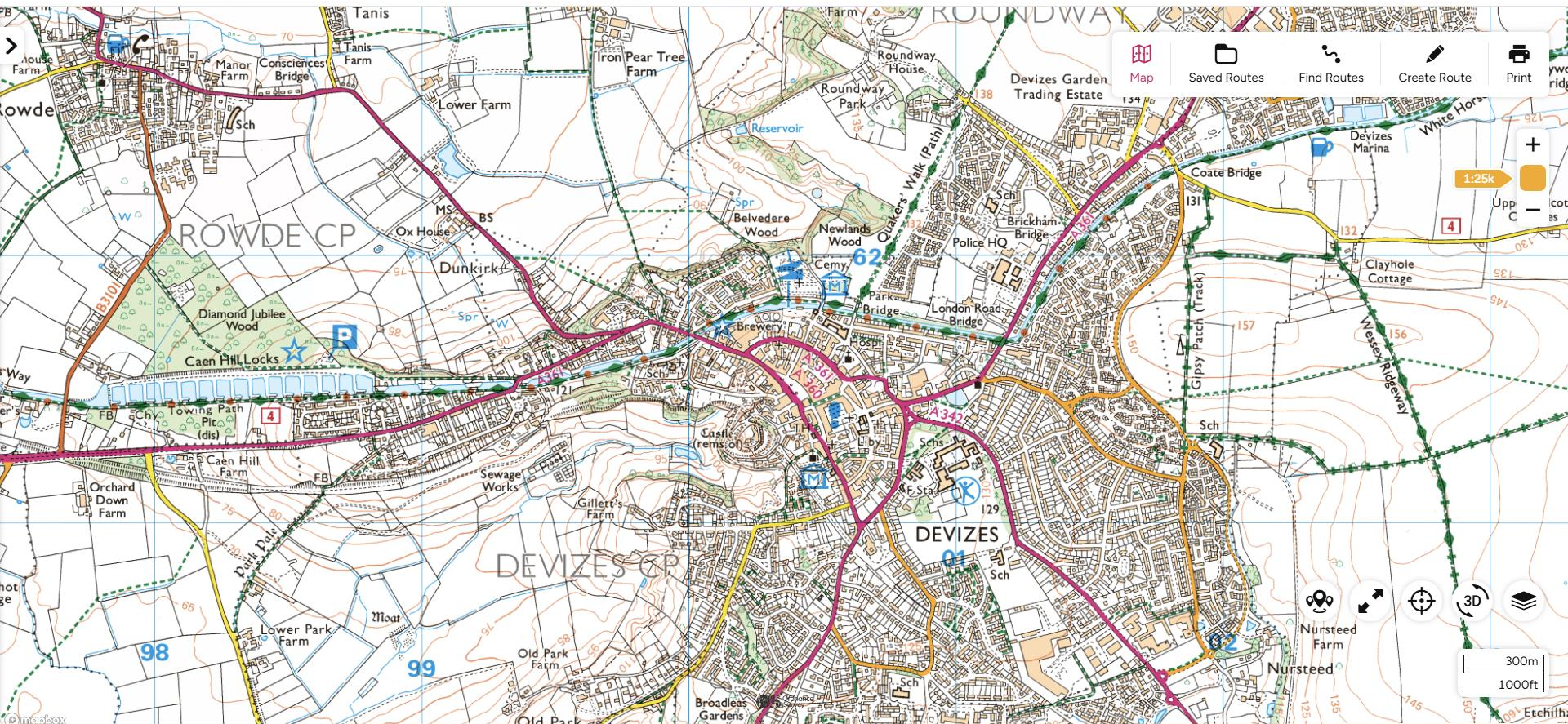


Map navigation controls: Map, Saved Routes, Find Routes, Create Route, Print

Map navigation controls: 2D/3D view, Full Screen, Location, Home, Refresh

Scale bar: 2km, 1mi



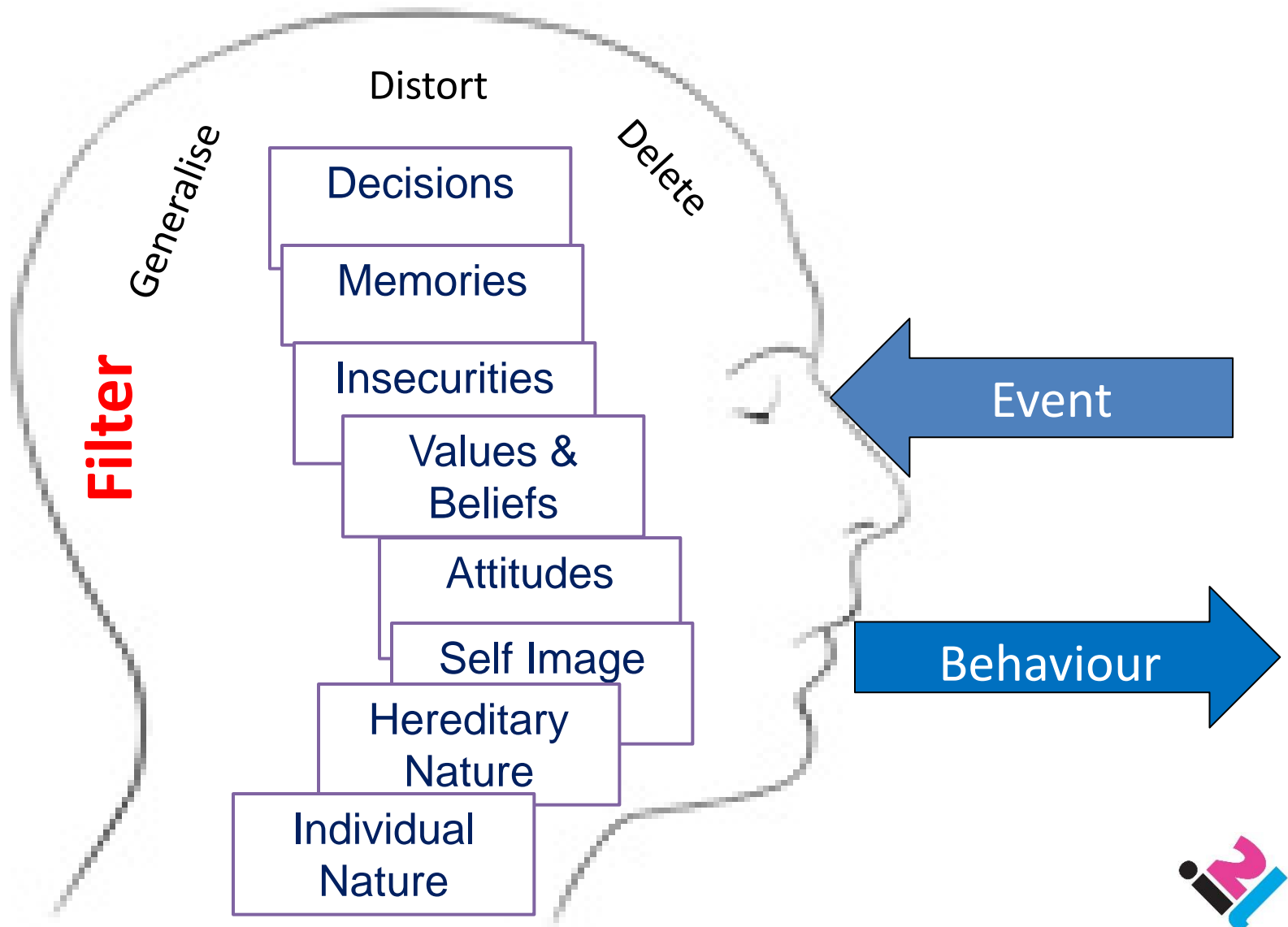


Map navigation controls: Map, Saved Routes, Find Routes, Create Route, Print

Map scale and zoom controls: 1.25k, 4, +, -

Map navigation and scale controls: 3D, 300m, 1000ft





What are your thoughts and what are you thinking?

What else?

What is your question?

What do you want to have happen?

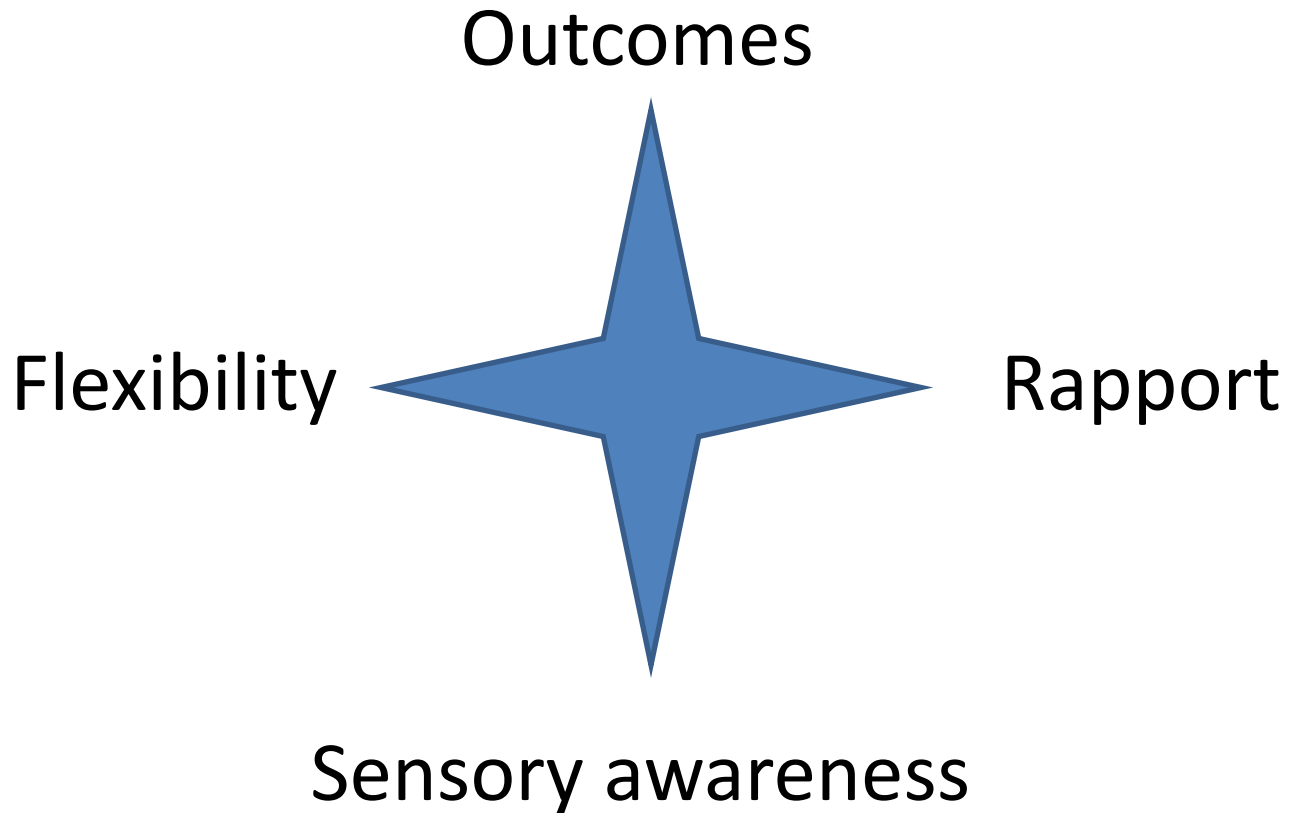


Filters - metaprogrammes

- Big picture or detail
- Towards or away from
- Sameness or difference
- Possibility or necessity
- Options or procedures
- Proactive or reactive



The 4 pillars of NLP - effectiveness





Stop doing?

Start doing?

Do more of?

The Art of Effective Conversations

- Rapport

People do not care what you know until you they know that you care

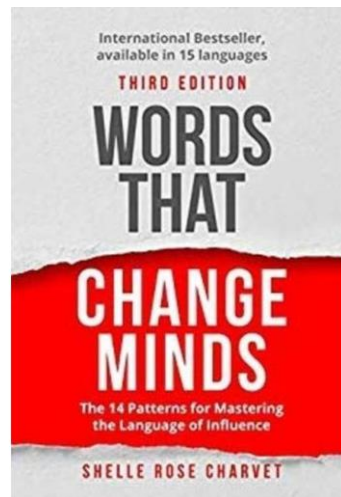
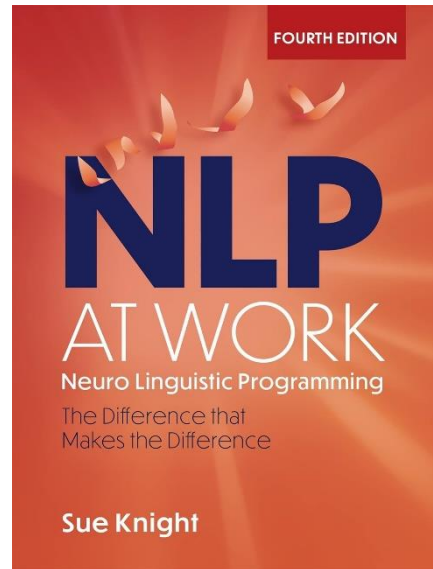
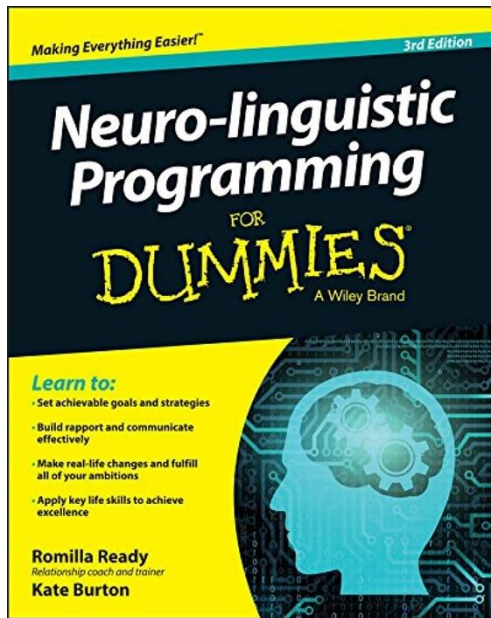
- Filters – metaprogrammes
- Love & kindness practice



Love and Kindness

- <https://www.verywellmind.com/how-to-practice-loving-kindness-meditation-3144786#citation-2> – including some great references
- <https://www.mindful.org/a-loving-kindness-meditation-to-boost-compassion/>





The Really Good Fun Cartoon Book of NLP



A SIMPLE AND GRAPHIC(AL) EXPLANATION
OF THE LIFE TOOLBOX THAT IS NLP

Philip Miller



Clare Smale



Transform your Goals with VISION
A-Z Coaching Handbook
Coaching Cards
Step by Step Guide to Coaching
WeCoach!
Coaching Tools Vol II



Coaching & Mentoring qualifications
Level 3, 5 and 7
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