



SMART Conversations®

Presented by

Robert Zinsser



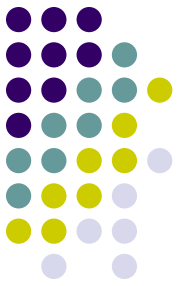
SMART Conversations® & Get In The Game SE

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“We go into most meetings intent on changing minds. In Dialogue, we go into meetings open to having our minds changed.”

- Anonymous



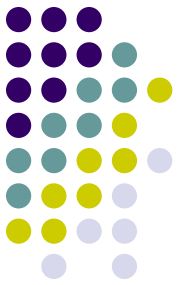
SMART Conversations®

A Taste of Conversation

- What SMART Conversations® are
- Why you should have them
- Why intentions are key
- What Trigger Style is
- How perception impacts relationships
- SMART Conversations® Tips & Tools



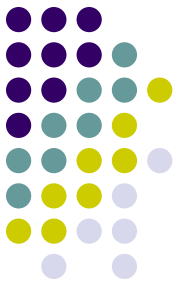
Principle 1: Connecting Precedes Content



- Rank the “3” cards by which ones best describe you the most (1) and the least (2). Discard the card that least describe you.
- Mingle and share your cards. Trade if you find cards that better describe you. You must “always” have 2 cards in your possession.
- When the Facilitator calls time, take your seat.



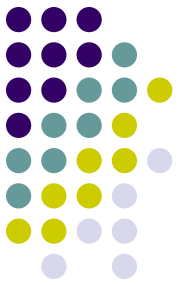
What are the Benefits of a Dialogue Culture?



- Creates **receptivity to change**
- **Sustains needed changes**, including behaviors and business strategies
- Stimulates **creativity and innovation**
- Fosters business **results through synergy**
- Empowers **learning, teamwork and collaboration**
- Instills **loyalty** in staff, members and stakeholders



The Essence of SMART Conversations®



- **Self Awareness/Personal Mastery**
 - * **Align the “Impact” of your communication with your “Intent”**
- **A Common Language called “Dialogue”**
 - * **Change the culture by changing the conversation**
 - * **Use SMART Conversations® to develop shared vision, synergy and a learning organization**



What is Dialogue?


A conversation characterized by...

The Unrestricted Flow of Thoughts & Feelings

Trust & Respect

Shared Meaning





Five Principles of SMART Conversations®

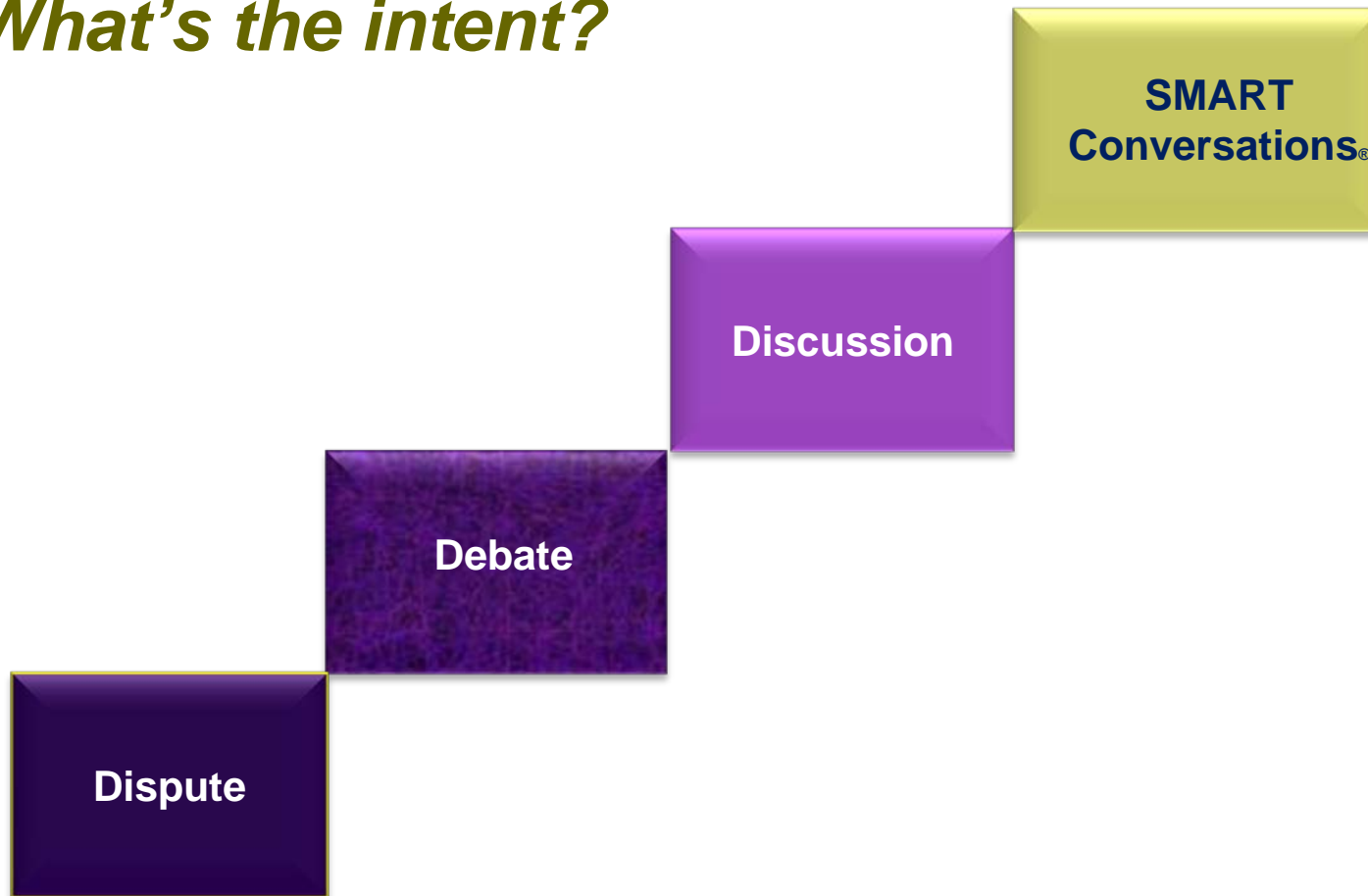
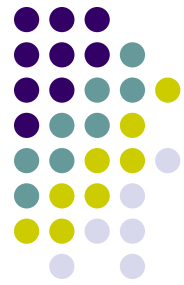


- **Connecting** Precedes Content
- Relationships are **Co-Created**
- Honor Others through Shared **Respect**
- Value **Shared Interest** over Self Interest
- Seek **Synergy** through Shared Understanding

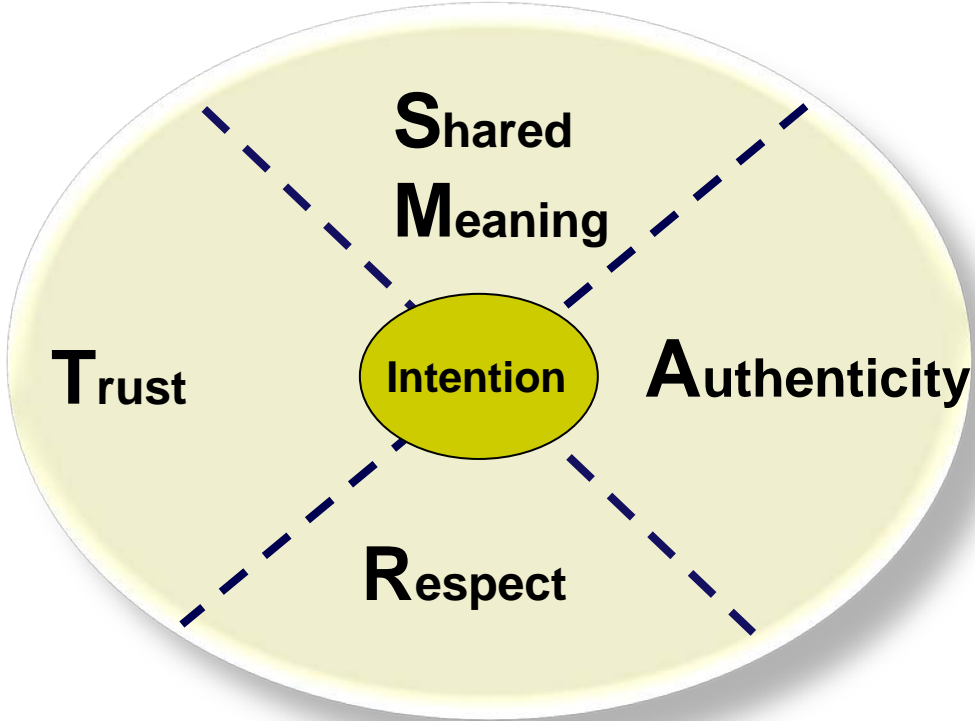
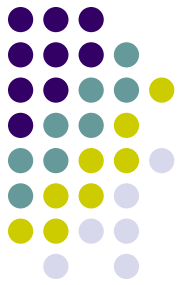


Different types of conversations

What's the intent?

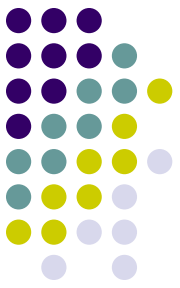


SMART Conversations® Conditions



Avoid ← **Trigger Styles** → **Attack**

Principle 2: Relationships are Co-Created



What's your Trigger Style?

Taking Personal Responsibility

Attack

Avoid

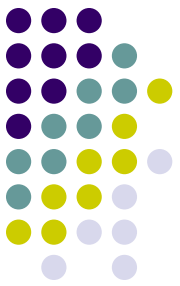




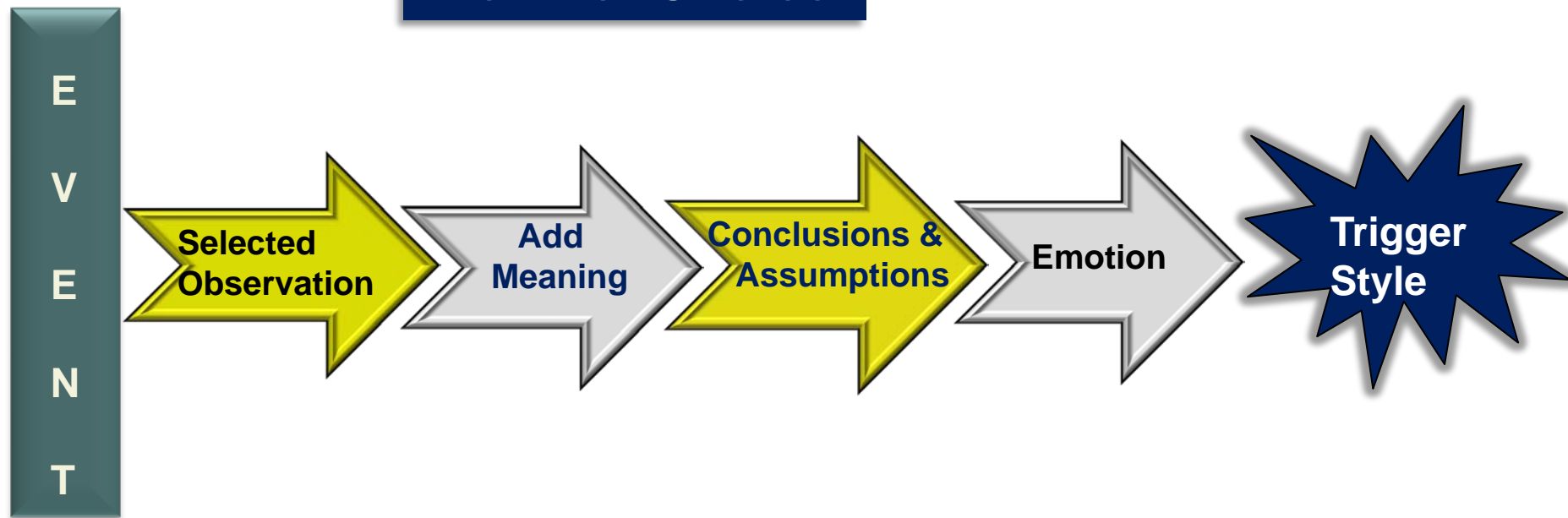
BELIEF MAP STORY

REACTIONS ????????

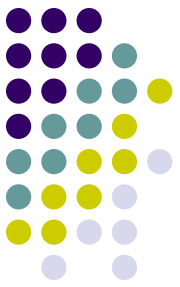
How beliefs are formed & expressed



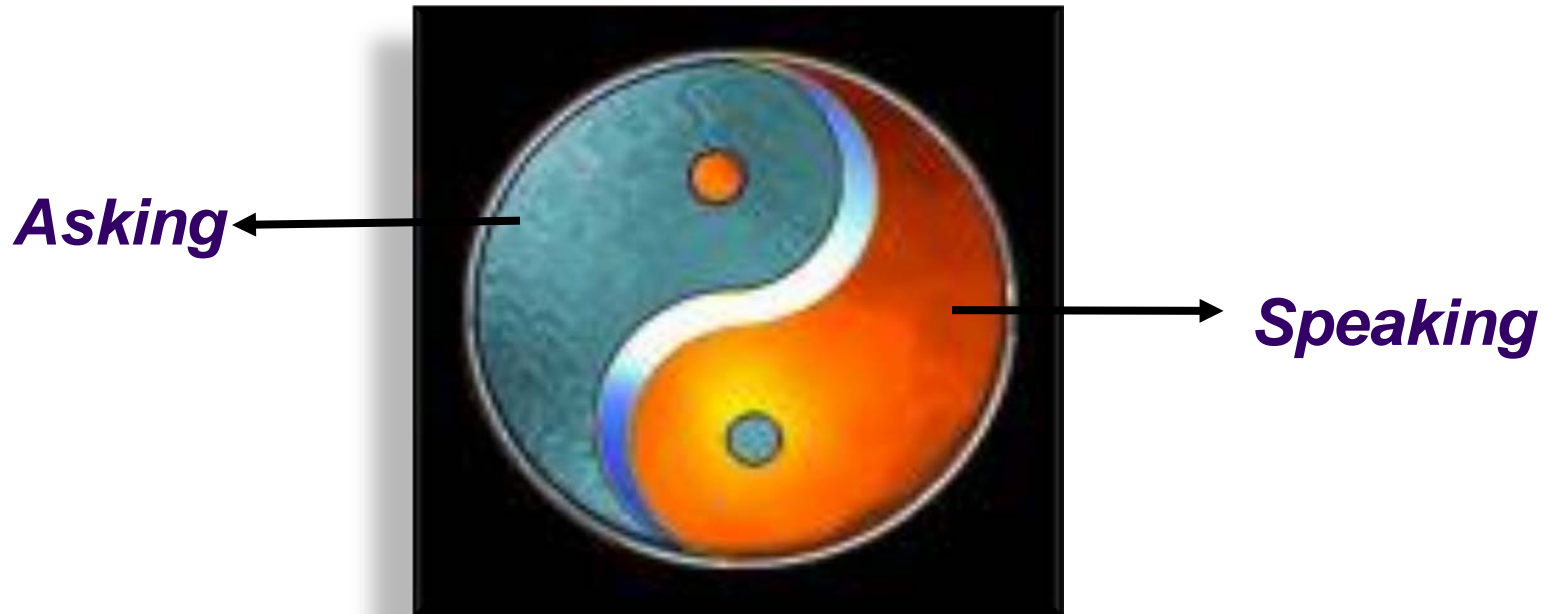
Point of Choice



Principle 3: Honor Others Through Shared Respect

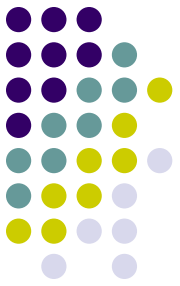


Balancing *Asking, Speaking & Listening*
Engaged Listening

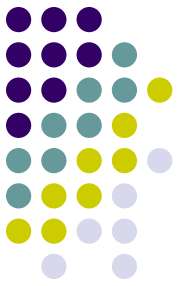




What is an “Undiscussable?”



*Things people
think & feel
but do not
feel safe saying.*



Examples of Undiscussables



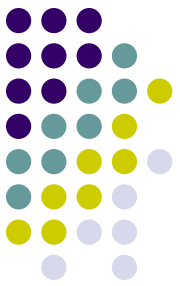
A family member made a negative comment about your hair or your weight. You exploded & took off...



You and your colleague had a disagreement and you have been avoiding each other ever since...



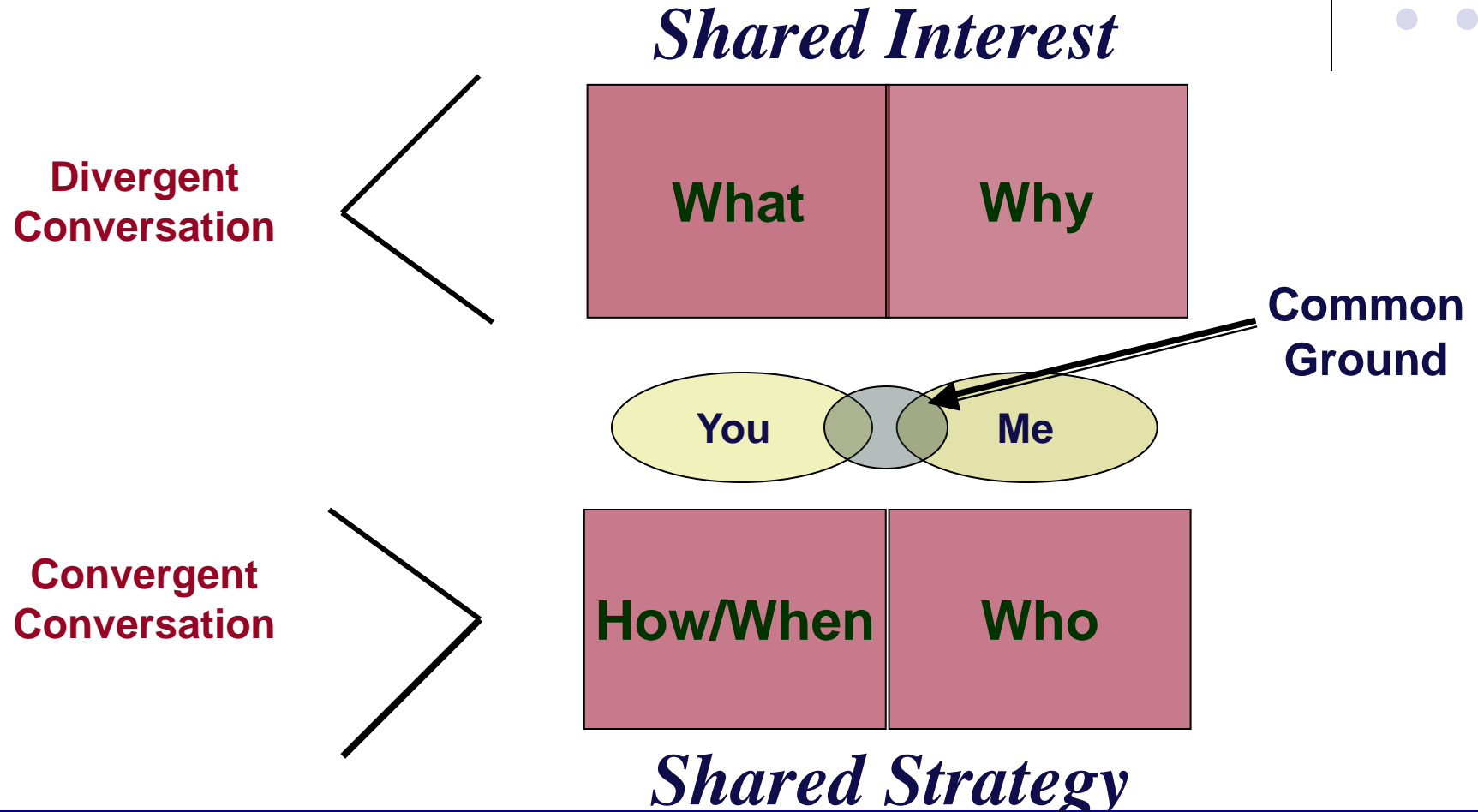
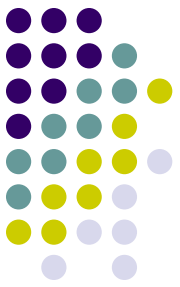
The family mechanic exceeded his estimate by \$800. You feel taken advantage of but don't question him...



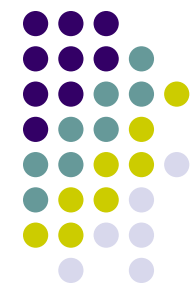
Tools for Surfacing Undiscussables

1. Ask for **permission**.
2. Have a conversation with **positive intent**.
3. **Disclose** your feelings.
4. Use the **Do/Don't Skill**.
5. Ask an **Open-Ended** question.
6. **State Your Observation** without blame.

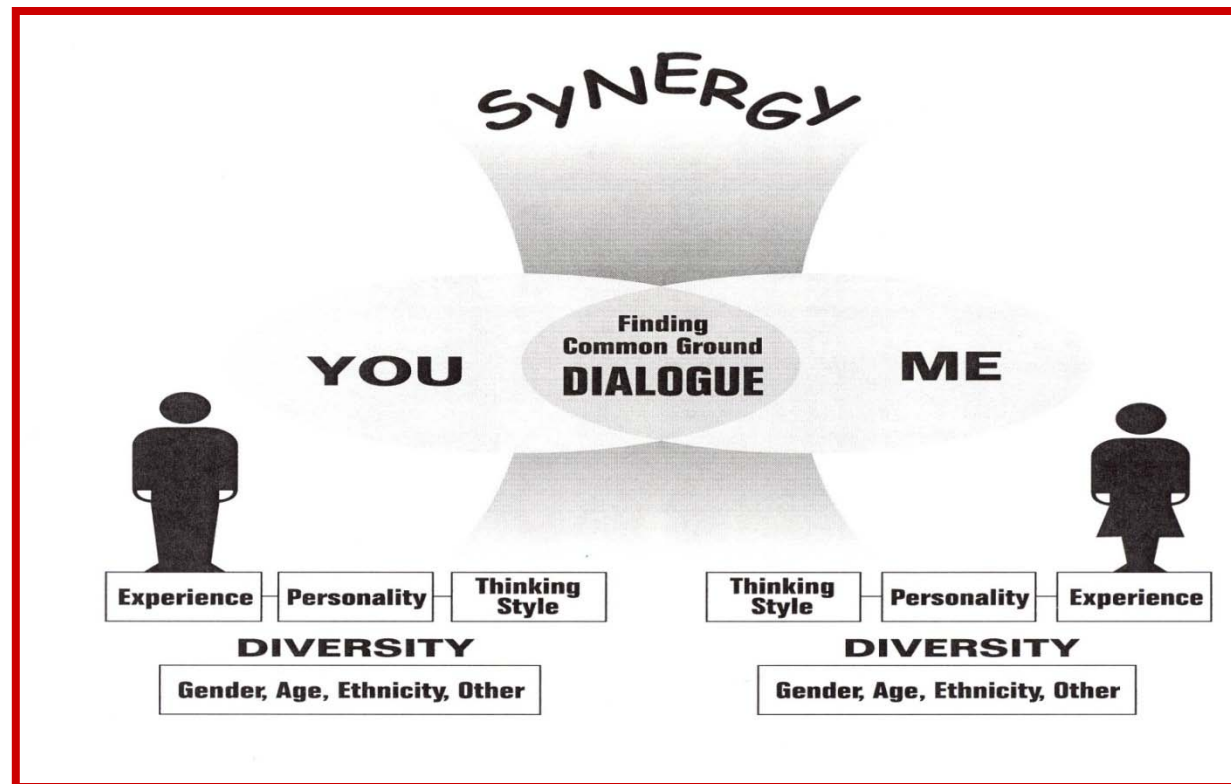
Principle 4: Value Shared Interest over Self Interest

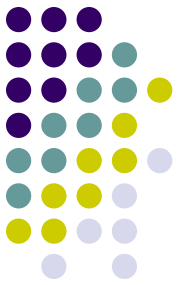


Principle 5: Seek Synergy through Shared Understanding



*And You
Are
Off.....*



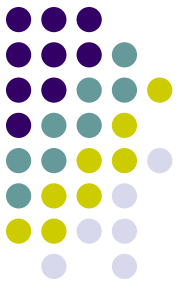


Now, you know...

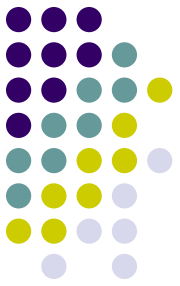
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Empower Yourself, Your Team, Your Organization

Make
your next
conversation a
SMART one.



**I am happy to continue the
conversation.....**



Contact me:

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Get In The Game SE, LLC

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