

The Conversation Method

Negative Bias

- Our brain is wired to look for the negative.
- The brain prefers to scan for, store and recall unpleasant experiences.
- **Most likely, negative bias was intended to keep us out of harms way.** Early humans' survival depended on being able to register and avoid danger.



Research has shown it takes **5-6 positive experiences** to cancel 1 negative experience.

Leaders need to recognize the pull of the negative and foster the positive - both for themselves and in others.

Conversation Method

 **FACTS** Collect Data

 **EXPLORE** Emotions and Experiences

 **EVALUATE** Options and Possibilities

 **DECIDE** Conclusions and Next Steps

What Separates Humans from Animals?

ANIMALS



Stimulus \longrightarrow Response

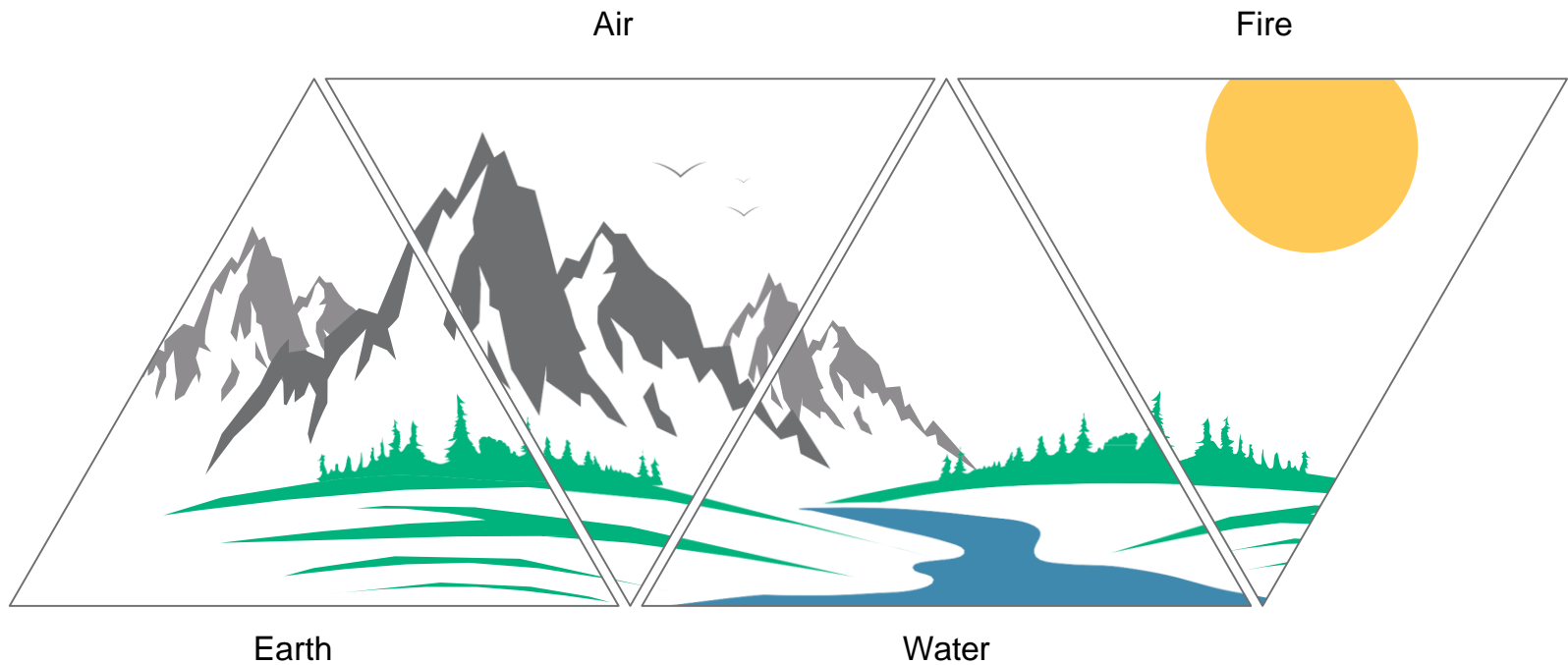
HUMANS



Stimulus \longrightarrow "Choice" \longrightarrow Response

Ability to think outside the box!

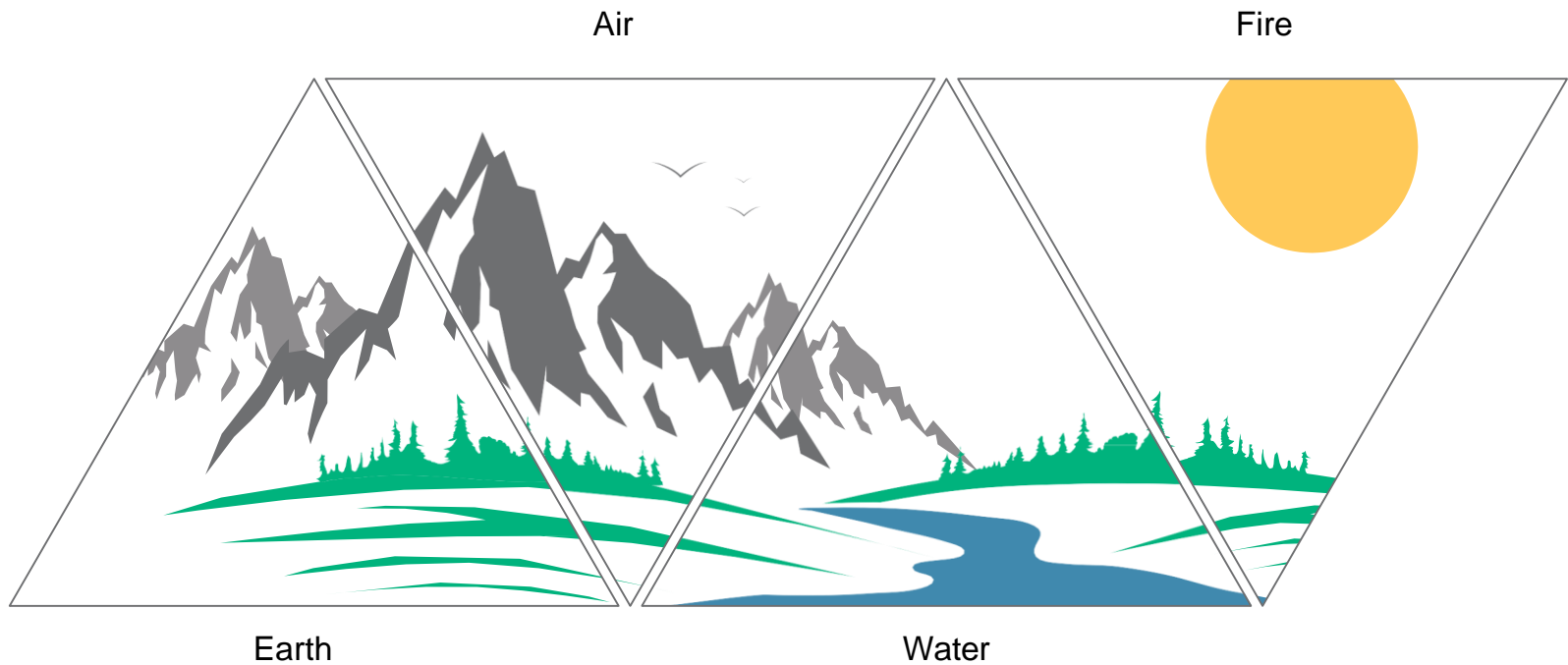
The Four Elements





How Others Perceive You

The Four Elements

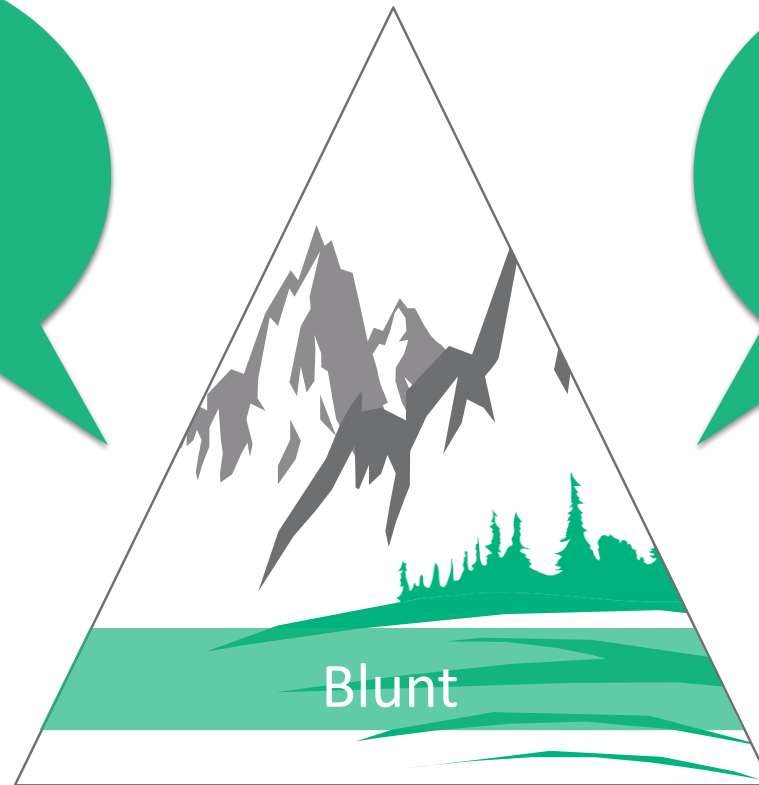


The Earth Element

FACTS

Control
Practical
Achievement
Bold

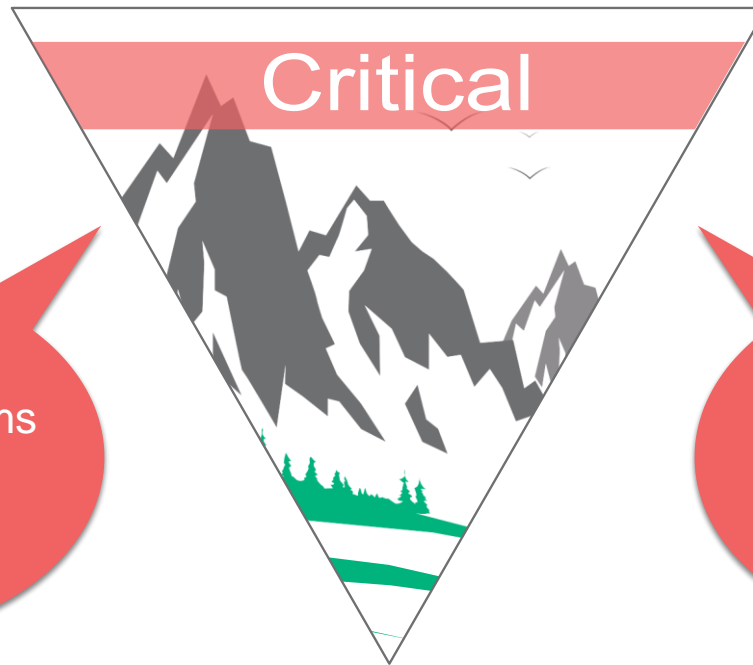
Decisive
Results
Confidence
Risky Decisions
Quick



Firm

The Air Element

Logic



Precision
Potential Problems
Focus
Quality
Accurate

Conscientious
Rationale
Critical Thinkers
Systematic
Consistent

CLEAR

The Water Element

Feelings

Loyal
Considerate
Deep
Patient

Caring
Inclusive
Consistent
Harmonious

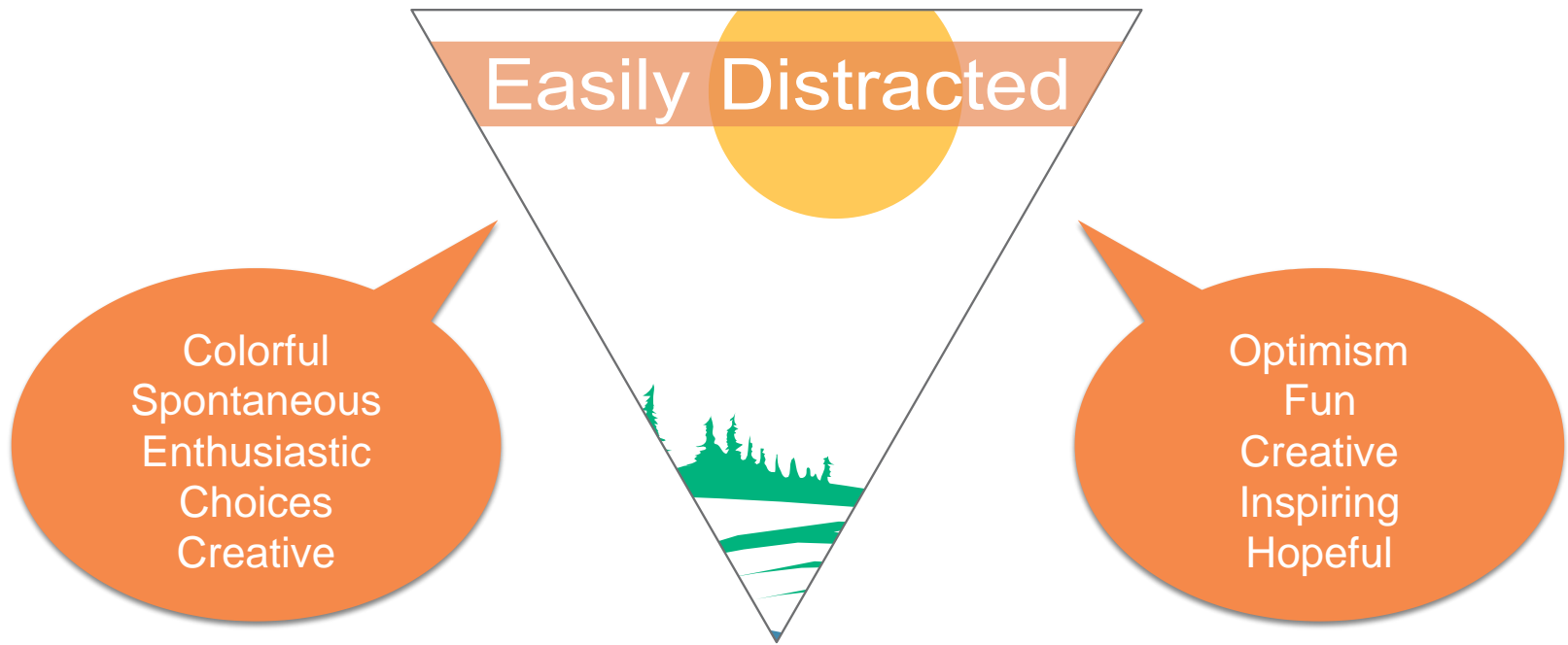


Hesitant

CALM

The Fire Element

Ideas



BRIGHT

The Mindful Leadership Practice



Present



Be in the moment



Purpose



Set Direction and focus



Open



Heart: Mindful/Compassion
Mind: Free of Judgement

Which are you?

90% of Leadership is Decision-making!

Mindful

- Listens and observes
- Focuses on the present moment
- Serial tasks
- Sees the world with a “Beginner’s Mind”
- Quality decision-maker
- Has ability to regulate emotions
- Efficient in tasks

Mindless

- Talks too much
- Mind wanders, ruminates & worries
- Multi-tasks
- Conditioned responses to task and people
- Judgement is biased by perceptions
- Often hijacked by emotions
- Has to correct mistakes

Mindfulness

- To be Mindful is to be in the Present Moment
Mindfulness is the Master Leadership Skill

Mindfulness is:

- Good for our health
- Good for our Minds
- Changes our brain
- Helps with focus
- Fosters compassion
- Enhances relationships

(adapted from the Greater Good, Berkeley University)

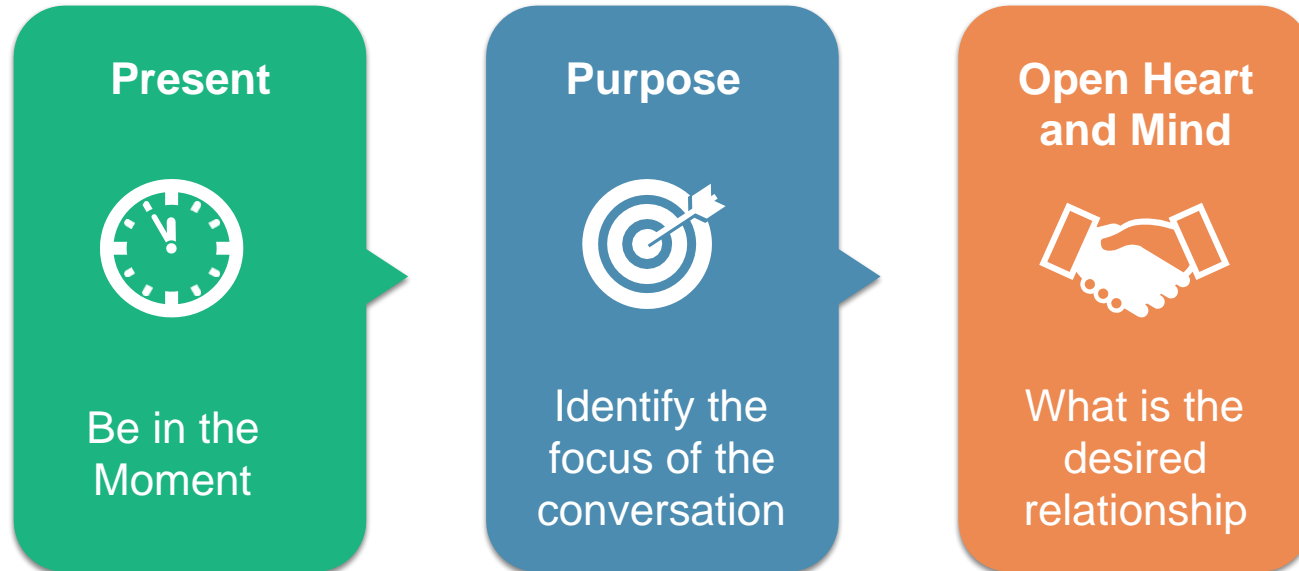


Conversation Method

Every conversation has two intertwining components:

Content and Relationship

Step 1: Prepare for the Conversation



Conversation Method



FACTS

Collect Data



EXPLORE

Emotions and Experiences



EVALUATE

Options and Possibilities



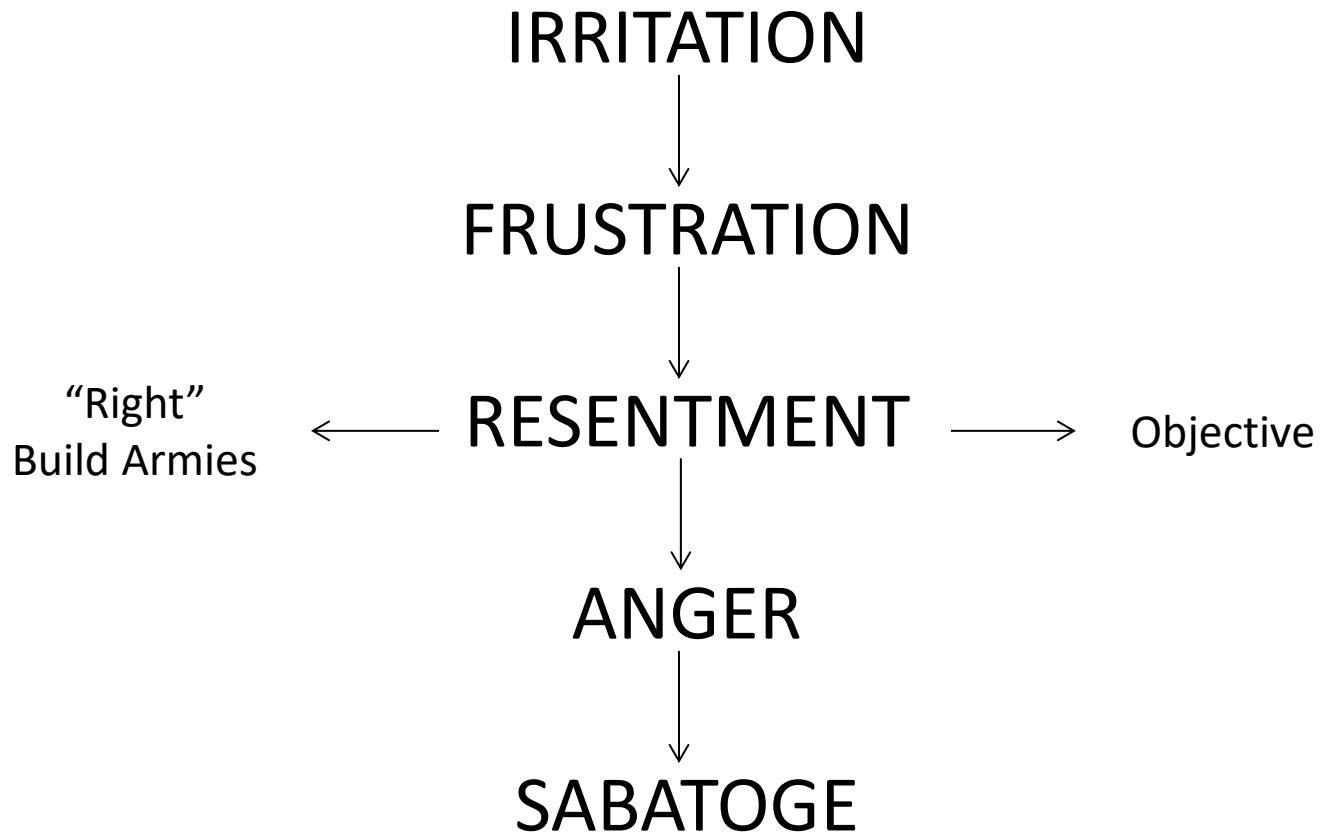
DECIDE

Conclusions and Next Steps

The Bumpy Road

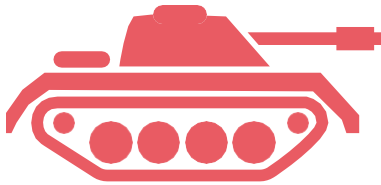


Conflict Escalation



Conflict Escalation

“Building an Army” vs. “Problem Solving”



Build an Army

Goal:

- Need to be right
- Need to be Validated
- Need to be liked



Problem Solving

Goal:

- Solve the problem
- Willing to receive feedback
- Ask for help

What Stories Do You Tell?

