The Conversation Method
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.

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

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

✅ FACTS Collect Data

🔍 EXPLORE Emotions and Experiences

🔍 EVALUATE Options and Possibilities

⚖️ DECIDE Conclusions and Next Steps
What Separates Humans from Animals?

Ability to think outside the box!
The Four Elements

Air

Earth

Fire

Water
How Others Perceive You
The Earth Element

FACTS

Control
Practical
Achievement
Bold

Decisive
Results
Confidence
Risky Decisions
Quick

Blunt

Firm
The Air Element

Logic

CLEAR

Precision
Potential Problems
Focus
Quality
Accurate

Critical

Conscientious
Rationale
Critical Thinkers
Systematic
Consistent
The Water Element

Feelings

Loyal
Considerate
Deep
Patient

Caring
Inclusive
Consistent
Harmonious

Hesitant

CALM
The Fire Element

Ideas

BRIGHT

Colorful
Spontaneous
Enthusiastic
Choices
Creative

Easily Distracted

Optimism
Fun
Creative
Inspiring
Hopeful
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!

<table>
<thead>
<tr>
<th>Mindful</th>
<th>Mindless</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Listens and observes</td>
<td>• Talks too much</td>
</tr>
<tr>
<td>• Focuses on the present moment</td>
<td>• Mind wanders, ruminates &amp; worries</td>
</tr>
<tr>
<td>• Serial tasks</td>
<td>• Multi-tasks</td>
</tr>
<tr>
<td>• Sees the world with a “Beginner’s Mind”</td>
<td>• Conditioned responses to task and people</td>
</tr>
<tr>
<td>• Quality decision-maker</td>
<td>• Judgement is biased by perceptions</td>
</tr>
<tr>
<td>• Has ability to regulate emotions</td>
<td>• Often hijacked by emotions</td>
</tr>
<tr>
<td>• Efficient in tasks</td>
<td>• Has to correct mistakes</td>
</tr>
</tbody>
</table>
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

Present
Be in the Moment

Purpose
Identify the focus of the conversation

Open Heart and Mind
What is the desired relationship
Conversation Method

- **FACTS**: Collect Data
- **EXPLORE**: Emotions and Experiences
- **EVALUATE**: Options and Possibilities
- **DECIDE**: Conclusions and Next Steps
The Bumpy Road
Conflict Escalation

IRRITATION

FRUSTRATION

RESENTMENT

ANGER

SABATOGE

"Right" Build Armies

Objective
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?

FACTS

INTERPRETATION

CREATE A STORY

ADD MASS: SEEK ADDITIONAL FACTS TO SUPPORT BEING “RIGHT”

ACT “FEEL JUSTIFIED”

BUILD AN ARMY OF SUPPORT