

# Squiggly Careers PodSheets



## How to have conversations that matter

“ Most people do not listen with the intent to understand; they listen with the intent to reply. ”

**Stephen R. Covey**  
(Author: 7 Habits of Highly Effective People)

“ Don't leave a conversation until you have learnt something. ”

**Celeste Headlee**  
(Author: We Need To Talk)

How has bad or good communication played a role in your work relationships?

### Active listening is a process and a lifelong practice



#### Evaluative Listening

when you respond with judgement



#### Interpretive Listening

understanding only to the extent that you want to give feedback



#### Transformative Listening

openly engaging in an exchange of ideas, even with those different to yours.

### Building Empathy

#### Move from a "Shift Response"



where we shift attention back to ourselves.

#### ...to a "Support Response"



where we support statements others make in conversation.

### 3 ideas for better conversations

1

#### Listen first, speak second

What we hear is more transformative than what we say.

2

#### Be present in conversation

Making an effort is a key for quality and meaningful conversations.

3

#### Take responsibility

Critical for building great relationships.

### Coach Yourself Questions

1

How can you better approach conversations with curiosity?

2

Which self-affirmations can you use to help you get through difficult conversations?

### Recommended resources



#### The Pursuit of Attention

Sociologist Charles Derber on how to increase capacity for attention-giving



#### Ted Talk: 10 ways to have a better conversation

Find out Celeste Headlee's best ingredients for a great conversation



#### How to be a brilliant listener

Squiggly Careers Episode 134

Amazing if