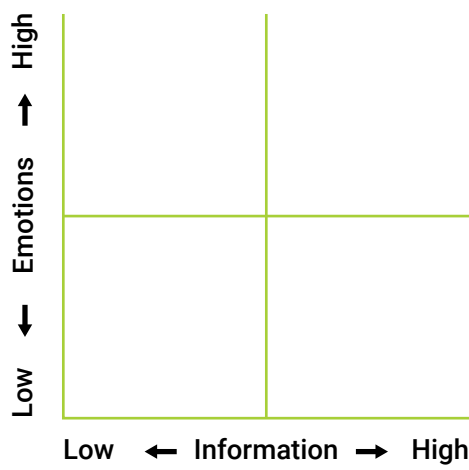


Information and Emotions

Every conversation is an exchange of information and emotions. Information is everything that deals with the policies, procedures, requirements, timelines, facts etc. Emotions on the other hand represent our feelings.



The Information Discovery Process

| | What they know | What I don't know |
|-------------------|----------------|-------------------|
| What I don't know | Ask & Listen | Discover |
| What i know | Remind | Inform |



Ask

- Know that you don't know enough
- Ask questions; focus on probing for more details followed by clarifying your understanding
- Listen without interruptions and judgements
- Listen for meanings beyond the words and emotions



Discover

- Present several options
- Move the discussion from individual perspectives to the larger goal
- Keep the ball moving towards the goal post
- Keep it two-way
- Keep the spirit of discovery alive
- Gain commitment and chart out the next steps
- Stay patient and present



Remind

- Don't assume that they know everything or have all the information
- Use words that establish what's at stake



Inform

- Keep a check on your emotions
- Use words that establish a sense of urgency
- Don't use words that are blameful or sound like a personal attack
- Don't be ambiguous about what you want to achieve