Having a Conversation

*Please complete this form, providing descriptive and thorough answers. This is an opportunity for building communication skills.*

*IMPORTANT: When you have completed the form, save it to your computer. We suggest renaming the completed form to make it easier for you and your trainer to locate it at a later date. For example, if your name is Alex Smith you would call the file:*

*SmithA\_Conversation.docx*

*Once saved, log in to the student website and go to the assignment. Click the upload button, locate the completed file on your computer, and click submit. Your trainer will provide feedback within 14 days.*

*This assignment can be submitted in a format that is comfortable for you. It can be written, voice-recorded (maximum five minutes), or submitted as a video (maximum five minutes). If using audio or video, please answer questions in the same order they are listed on this template. Save your audio or video file to an online repository (e.g., DropBox, OneDrive, Google Drive) and upload a file to the Having a Conversation assignment submission with your name, the name of the assignment, and a link to the file in your repository. You can also respond to each question in individual files and add the link to each response in this assignment template.*

The aim of this assignment is to develop communication skills so that you can:

* Paraphrase and explain a concept with clarity and brevity
* Reflect on personal strengths and challenges in communication
* Use communication skills effectively
* Set personal goals for communication skills

**NOTE: All questions must be answered. If any answers are left blank, your assignment will be returned and you will be asked to complete the relevant sections.**

## Assignment Instructions

Watch Celeste Headlee’s talk entitled “10 ways to have a better conversation.”

<https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation>

Once you have watched the video you can answer the questions below.

Your Name

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| Zoe Durant |

### Summary of the Talk

Provide a brief summary that explains the key points of Celeste’s talk. (150-300 words / 1-2 paragraphs)

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| Celeste Headlee basically says that we are pretty bad at talking. Especially at listening. We are either distracted or interrupt. Sometimes even make things about ourselves. Sometimes we are multitasking inside the mind. She goes on to tell us to be curious and to treat every conversation like its an opportunity to learn something. |

### Challenging Techniques

Celeste outlined ten ways that you can improve a conversation. Which of the techniques described is the one that you feel is the most challenging for you to use? Explain why you might find this challenging. (150-300 words / 1-2 paragraphs)

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| I think I have a challenge with trying to relate to others, which might come off as dismissive. I have just been through a lot and feel like sharing my struggles with others who are struggling can help them feel less alone. I know I wont know exactly how they feel but letting someone vent without any conversation back can be pretty awkward. |

### Practice a Conversation

Choose a person to have a conversation with on a topic that you do not agree with each other on. It can be a conversation about anything you like. Sit and have a ten-minute conversation with each other about the topic you disagree on and use *at least two* of Celeste’s techniques. After the conversation, explain the two techniques you used and describe what it felt like to participate in the conversation. What were you feeling or thinking during the conversation? (300-500 words / 2-3 paragraphs)

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| I tried to listen to their point of view. I realized some of it was stemming from their own personal trauma. I let them know that I care about their feelings. Instead of challenging their perspectives, I chose to ask them something that invited them to explore it deeper without them getting too defensive. It showed that I cared about them, not just the opinion. By staying curious instead of confrontational, it created a space where both of us felt respected. |

### Goals

*Communication skills are something that we can continually be developing and improving. It can be helpful to set small goals of things that we can practice. For example, you could aim to be more conscious of listening to others in difficult conversations and have a strategy for helping you do that like consciously being present when anyone is talking to you.*

Outline one goal that you will set yourself over the next month to improve the conversations you have with others. This might be conversations you have with people face-to-face or in an online setting. Identify two strategies you plan to use to help you achieve this goal. (150-300 words / 1-2 paragraphs)

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| I want to become a better listener by focusing fully on the person speaking and then asking more thoughtful, open ended questions. In every conversation I will let the other person finish their point before responding. I will ask at least one open ended question in every meaningful conversation. I will catch myself when I start thinking about my reply while the other person is still talking, and keeping my focus on them. |

You can add any questions or comments here that you would like to share with your trainer.

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