

# Becoming a World Class Communicator (Conversationalist)

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**What makes me Qualified?**



**Why do you want to communicate better?**

# Communication Motivations:

- Relationships / Connection
- Sales


# My Journey

## Handwriting and Body Language

- communications is only partially what we say
- first learned about mirroring

# I volunteered

- meeting new people
- connecting
- I hate small talk

 7 habits



## 7 Habits

- Seek first to understand, then to be understood

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# *How to Win Friends and Influence People*

‘[Carnegie]  
changed my life’

Warren  
Buffett

*Dale  
Carnegie*

# Win Friends and influence people

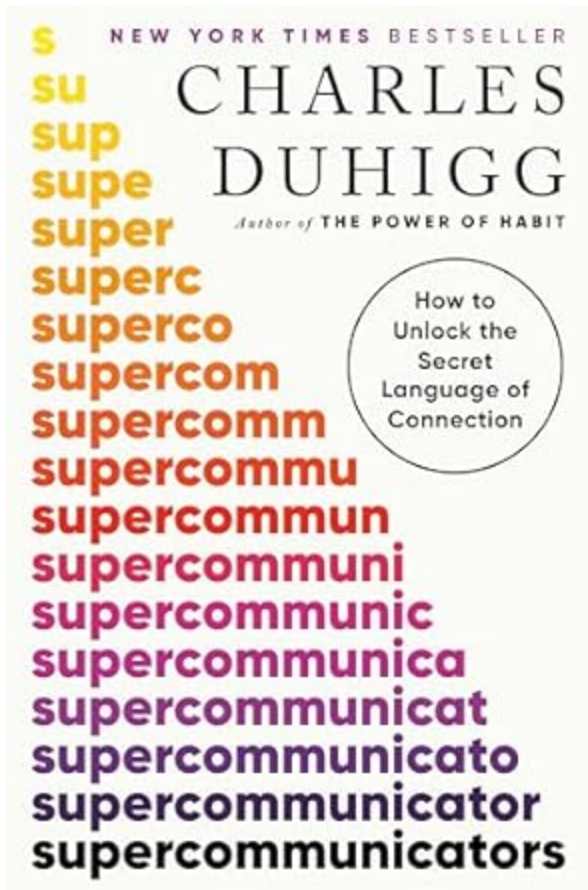
- Smile
- Name is the sweetest thing
- Listen

# My own understanding over the years

- Questions over Blabbering
  - i. Get really curious (in a non-nosey way)
- Vulnerability over Judgement
- Language must fit audience
- Sometimes you are boring, or they are boring
- Being a good storyteller

**Techniques - Tactics - Strategies - Tools**

# Becoming World Class



# The Fast Friends Procedure

- 36 Questions
  - Emotional Connection
  - Vulnerability

# Impracticality of the 36 Questions

- " If you want to connect with someone, ask them what they are feeling, and then reveal your own emotions."



# The Speed Date Study

- Unsuccessful
  - Shallow Questions
  - Talk about themselves
- Successful
  - needs
  - goals
  - beliefs
  - meaningful experiences
  - emotions

## Dead Ends to Lively Beginnings

- "Where do you live" => "What do you like about where you live"?
- "What college did you attend" => "What was your favorite part of college?"

# The 3 Conversations (Buckets / Categories)

- What's This Really About (Practical/Decision Making)
  - Needs
  - Goals
  - Solutions
- How do we feel?
  - Emotional Support
  - Validation of Feelings
- Who are we? (Identities/Beliefs/Experiences)
  - Shared Identities
  - Validation of Self

# Creating a Learning Conversation

"we want to learn how the people around us see the world and help them understand our perspectives in turn."

1. What are my motives and goals
2. What are their motives and goals
  - Ask Questions and Pay Attention
3. Talk about your goals and motives, emotions, vulnerability
4. Ask about life experience, provide listening, share perspectives back

# 1. Identify the Conversation Type. What is this about? (Matching Principle)

"Unless we know what kind of discussion we're hoping for—and what type of discussion our companions want—we're at a disadvantage."

- Why am I opening my mouth? What are my Goals?
- Get to the underlying need or value
- Quiet Negotiation - Often not said out loud

## 2. Asking Questions and Noticing Clues

- People are constantly giving clues about motivations/interest
- We suck at picking up on these

# Are we connecting?

## Checking on People

- Look for body language
  - Keys in hand
  - Turned away/ distracted
  - Feet in or out of circle
  - Mirroring
- Do a check in:
  - No judgement, how interesting is this convo?
  - Is this conversation useful to you?
  - Ask questions to see where people are

### 3. Deeper Questions - Getting Vulnerable

- Feelings
- Beliefs
- Ideas
- Experiences
- Values



## How can I connect?

- Empathy (Verbal Judo / Brene Brown)
- Paraphrasing (Verbal Judo)
- Summarizing (Verbal Judo)
- Validating (I Hear You)

## 4. Social Identities

- Share yours
- Validate Others

# Conversation Type Case Studies

- 1985 Case of Wisconsin vs. Leroy Reed
  - Understood Needs/Values
  - Shaped conversation to reframe them living up to those needs
- Investment Bankers
  - Prior to meeting wrote down goals
    - established conversation type
    - established mood

# Scenario - Two Coworkers

## Context

Two coworkers, Sarah and John, are discussing an upcoming project deadline.

## Misaligned Dialogue

- **Sarah:** "Hey John, have you had a chance to look over the latest revisions for the project? We're cutting it close to the deadline."
- **John:** (Sighs) "Yeah, I saw them. It's just, everything feels so rushed and last minute with this project. I'm worried about the quality."
- **Sarah:** "Don't worry so much! We just need to buckle down and get it done. How about we divide and conquer the remaining tasks?" (Jumps to solutions without exploring further)
- **John:** "I guess so..." (Hesitates, feels unheard and potentially pressured)

## What's This About?

In this case, Sarah jumps into advice-giving mode without seeking to understand John's concerns. As a result, John may feel unheard and pressured, which could impact the quality of their collaboration.

# Connected Dialogue

- **Sarah:** "Hey John, have you had a chance to look over the latest revisions for the project? We're cutting it close to the deadline."
- **John:** (Sighs) "Yeah, I saw them. It's just, everything feels so rushed and last minute with this project. I'm worried about the quality."
- **Sarah:** "I hear that. It has been a bit chaotic. What specifically is making you feel rushed?" (Open-ended question, invites John to clarify)
- **John:** "Well, the client keeps changing their mind about the deliverables, and I feel like I'm constantly playing catch up. I want to do good work, but it's hard when the goalposts keep moving." (Expresses his needs - quality work, clear expectations)
- **Sarah:** "That makes sense. It's frustrating to deal with constant changes. Maybe we can schedule a quick call with the client to reconfirm expectations and timelines? Would that help you feel more on track?" (Offers a solution addressing John's need for clear expectations)

If "violent" means acting in ways that result in hurt or harm, then much of how we communicate could indeed be called "violent" communication.

# *Nonviolent* COMMUNICATION

A Language of Life



Words and the way we think matters.



**Violent Language = Violent Outcomes**

# Main Tenants

1. Observations
2. Needs
3. Feelings
4. Requests

## Example

"Felix, when I see two balls of soiled socks under the coffee table and another three next to the TV (Observation), I feel irritated(Feeling) because I am needing more order in the rooms that we share in common.(Need)"

"Would you be willing to put your socks in your room or in the washing machine?"  
(Request)

# Observations

- Not judging or evaluating

# Needs

- Expressing the life within us
- Unmet needs seem to cause anger/frustration
- Needs are looked down on by society

# Feelings

- You have to be vulnerable

# Request

- Requests not Demands (demands are violent)
- We are built to resist force
- Articulate what you WANT - not what you don't want
- approach asking as a gift for them to be able to help

# Crucial Conversations Book

## Prep

- 70% of a hard conversation is prep
  - what do you want
  - what are your motives
  - what are your stories about the situation



# Opening Mouth

- Make it safe
- State your truth/path
- Have them Share Truth

# End

- With Action Steps

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