BETTER CONVERSATIONS
BETTER COACHING
Websites
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This collection of our free and most popular resources includes teaching tools and forms. They are designed to assist in the development and understanding of coaches, teachers, and administrators.

We hope you will find them helpful. If you have any questions, please feel free to contact us anytime.
BETTER CONVERSATIONS:
COACHING OURSELVES AND EACH OTHER TO BE MORE CREDIBLE, CARING, AND CONNECTED
by Jim Knight

NOT JUST A BOOK ABOUT EFFECTIVE COMMUNICATION, BUT ALSO A BOOK ABOUT HOW TO GET BETTER. THE BOOK WAS WRITTEN FOR ANYONE WHO WANTS TO COMMUNICATE MORE EFFECTIVELY AND STRENGTHEN RELATIONSHIPS—AND ISN’T THAT EVERYONE?

FORMS & RESOURCES
Free forms for analyzing many aspects of your conversations.

BETTER CONVERSATIONS WEBINAR
A webinar on Better Conversations

BETTER CONVERSATIONS TRAILER
Better Conversations Trailer

BETTER CONVERSATIONS PODCAST
A podcast with Educators Lead on Better Conversations.
COLOMBIA

With the war finally over, the entire country is opening up.
BASILICATA
ITALY
Caves, beaches and more in Italy’s secret southern region.
THE CARIBBEAN

Tourism speeds recovery in a storm-battered part of the world.
LIUWA PLAIN NATIONAL PARK
ZAMBIA

A remote safari destination now easier to reach.
SASKATOON
CANADA

Picasso comes to the prairie.
the largest metropolis in the Americas to the rest of the world. Once you get there, you’ll find a burgeoning art and design scene that proves the city’s not all business. The *Four Seasons Hotel São Paulo at Nações Unidas* just opened this fall, joining more established luxury hotels like the *Hotel Unique*, which recently refreshed its rooftop Skye Bar & Restaurant.

**Saskatoon, Canada**

Deep in the wilderness of Saskatchewan, this small city came onto the consciousness of art-loving travelers with the opening of the *Remai Modern Museum*. Now, *Wanuskewin Heritage Park* is being renovated, and its gallery space is undergoing an expansion, adding one more reason to consider making the trek to this remote part of Canada.
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PARTNERS
What does it look like to get better?
What are you trying to get better at?
Better is possible. It does not take genius. It takes diligence. It takes moral clarity. It takes ingenuity. And above all it takes a willingness to try.

Atul Gawande
6 Beliefs
10 Habits
6 Beliefs
Why?
We are living through a communication crisis
Communication is central to school improvement.
We have found that the single factor common to every successful change initiative is that relationships improve. If relationships improve, things get better. If they remain the same or get worse, ground is lost. Thus leaders must be consummate relationship builders with diverse people and groups – especially with people different than themselves.

-Michael Fullan
Effective communication is an essential skill for a fulfilled life.
We are experiencing a radical brokenness in all of existence. Times are out of joint. Alienation and disharmony, conflict and turmoil, enmity and hatred characterize so much of life.

-Desmond Tutu, No Future Without Forgiveness
1 in 3

“Loneliness Among Older Adults,”
AARP, September 2010
There is reason for hope
Complex, fulfilling relationships don’t suddenly appear in our lives fully formed. Rather, they develop one encounter at a time.

-Gottman (2001) *The relationship cure*
3.
Better conversations is a movement toward a *more authentic* version of yourself.
witnesses. A. J. P. Taylor The battles of El Alamein or Stalingrad only became fully authentic when they appeared on the [cinema] screen. Listener BBC1's Tenko was the most authentic representation to date of the Far East prisoner's life.

4. Real, actual, genuine; original, first-hand; really proceeding from its stated source, author, painter, etc. L15.

Milton Him who had stole Joves authentic fire. E. Waugh A treasure house of period gems; pure authentic 1914. R. D. Laing To
Be who you are, not who the world wants you to be.

-Unknown-
To be authentic, you need to know what you believe.
How important do you think it is to get better at communication?
6 Beliefs
Belief One

I see others as equal partners in conversations.
Your Questions

Identify someone who truly sees others as equals.

What do they do that shows that they see others as equals?
THE DON DESHLER
Leadership Award
Identify someone who truly sees others as equals.

What do they do that shows that they see others as equals?
Belief Two

I want to hear what others have to say.
What people need is a good listening to.

-Marylou Casey
FIRST, BREAK ALL THE RULES
WHAT THE WORLD'S GREATEST MANAGERS DO DIFFERENTLY
FROM GALLUP
Foreword by Jim Harter, Ph.D.

NOW INCLUDES
Access to the Clifton StrengthsFinder Assessment and the Q12 Employee Engagement Survey
Belief Two

I want to hear what others have to say.
Belief Three

I believe others should have a lot of autonomy.
Drive
The Surprising Truth About What Motivates Us
Autonomy

- Control doesn’t work
WHY WE DO WHAT WE DO

Understanding Self-Motivation

Edward L. Deci
with Richard Flaste
control is an easy answer. It . . . sounds tough, so it feels reassuring to people who believe things have gone awry . . . however, it has become increasingly clear that the approach simply does not work . . . the widespread reliance on rewards and punishments to motivate responsibility has failed to yield the desired results. Indeed, mounting evidence suggests that these so-called solutions, based on the principle of rigid authority, are exacerbating rather than ameliorating the problems. (pp. 1–2)

Edward Deci, Why We Do What We Do
Autonomy

- Control doesn’t work
- Control diminishes people
Saying no is the fundamental way we have of differentiating ourselves. To take away my right to say no is to claim sovereignty over me … if we cannot say no, then saying yes has no meaning.

-Peter Block
The opposite of love is control.

-Donald Miller
Autonomy

• Control doesn’t work
• Control diminishes people
• Autonomy doesn’t mean people can choose to be unprofessional
Autonomy

- Control doesn’t work
- Control diminishes people
- Autonomy doesn’t mean people can choose to be unprofessional
- Autonomy involves responsible accountability
Belief Three

I believe others should have a lot of autonomy.
Belief Three

I believe others should have a lot of autonomy.
Belief Four

I don’t judge my conversation partners.
It’s not our differences that divide us. It’s our judgments about each other.

-Margaret Wheatley, Turning to One Another
There are many ways we can roll our eyes that don’t involve our eyes.

-Michael Fullan
THE SIX SECRETS OF CHANGE

What the Best Leaders Do to Help Their Organizations Survive and Thrive

MICHAEL FULLAN

Author of Change Leader & Leading in a Culture of Change
Belief Four

I don’t judge my conversation partners.

1:00
Belief Five

Our conversation should be back and forth.
pedagogy of the oppressed
PAULO FREIRE
Conditions for Dialogue*

1. Humility
2. Hope
3. Faith
4. Critical Thinking
5. Love

*Paulo Freire
Engaging the will for the good of another
Ultimately, our greatest joy is when we seek to do good for others.

Archbishop Desmond Tutu

*The Book of Joy*
I have decided to stick with love. Hate is too great a burden to bear.

Dr. Martin Luther King
How easy is it for you to choose love over hate?

How easy is it for you to engage your will for the good of another?
Belief Six

Conversation should be life-giving.
Life-alienating

- moralistic judgments
- making comparisons
- making demands
- denial
- labeling others
How would your life be different if … you walked away from gossip and verbal defamation? Let today be the day … speak only the good you know of other people and encourage others to do the same.

-Steve Maraboli
Belief Six

Conversation should be life-giving.
6 Beliefs

1. I see others as equal partners in conversations.
2. I believe people should have a lot of autonomy.
3. I want to hear what others have to say.
4. I don’t judge my conversation partners.
5. Conversation should be back and forth.
6. Conversation should be life-giving.
from

 STORY CORPS & UPWORTHY
6 Beliefs

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Political Polarization in the American Public

How Increasing Ideological Uniformity and Partisan Antipathy Affect Politics, Compromise and Everyday Life
Most ... intense partisans ... believe the opposing party’s policies “are so misguided that they threaten the nation’s well-being”

—Political Polarization in the American Public, Pew Research Center (2014)