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PERSONAL REFLECTION

Communication Profile



WHERE I AM RIGHT NOW		WHERE I WANT TO BE
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I listen effectively.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I build emotional connections.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I ask questions effectively.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	People trust me.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I praise others effectively.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I control my emotions effectively.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I treat others as equals.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	My conversations are usually good for me and my partner.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I frequently find common ground with other people.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I am fully present in all conversations.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I successfully redirect destructive conversations.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10
UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10	I collaborate effectively with others.	UNTRUE ○—○—○—○—○—○—○—○—○—○ 1 2 3 4 5 6 7 8 9 10



LOOKING AT MY BELIEFS:

I want to hear what others have to say.



To understand how it might look and feel to honor or violate the belief that you want to hear what people have to say, the following examples of what it looks like to use top-down communication and partnership communication are provided. Use this simple scale to help gauge the alignment you currently possess between your beliefs and your behavior (authenticity). The higher total score, the more oriented you are toward partnership communication. The lower total score, the more oriented you are toward top-down communication.

TOP-DOWN PRACTICES

PARTNERSHIP PRACTICES

I do most of the talking during conversations.

○—○—○—○—○—○—○—○—○—○
1 2 3 4 5 6 7 8 9 10

Others do most of the talking during conversations.

It is OK if I multi-task during conversations.

○—○—○—○—○—○—○—○—○—○
1 2 3 4 5 6 7 8 9 10

I am fully present when I have conversations.

I don't worry about how anger or negative feelings interfere with my ability to listen.

○—○—○—○—○—○—○—○—○—○
1 2 3 4 5 6 7 8 9 10

I try to make sure I'm ready to listen before I have an important conversation.

Total Score

What surprises you? What pleases you? Are you where you would like to be? What would you like to change?

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LOOKING AT MY BELIEFS:

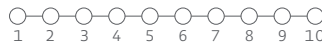
I believe people should have a lot of autonomy.

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To understand how it might look and feel to honor or violate the belief that people should have a lot of autonomy, the following examples of top-down communication and partnership communication are provided. Use this simple scale to help gauge the alignment you currently possess between your beliefs and your behavior (authenticity). The higher total score, the more oriented you are toward partnership communication. The lower total score, the more oriented you are toward top-down communication.

TOP-DOWN PRACTICES

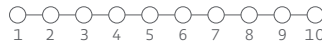
PARTNERSHIP PRACTICES

People should do what they are told.



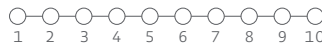
Telling people what to do without giving them choices creates resistance.

I do most of the thinking for others.



I think with others.

I want my own outcomes.



I want the best outcome.

Total Score

What surprises you? What pleases you? Are you where you would like to be? What would you like to change?

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LOOKING AT MY BELIEFS:

I don't judge my conversation partners.

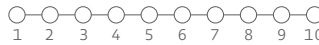


To understand how it might look and feel to honor or violate the belief that it is important to not judge conversation partners, the following examples of top-down communication and partnership communication are provided. Use this simple scale to help gauge the alignment you currently possess between your beliefs and your behavior (authenticity). The higher total score, the more oriented you are toward partnership communication. The lower total score, the more oriented you are toward top-down communication.

TOP-DOWN PRACTICES

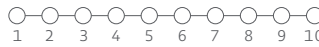
PARTNERSHIP PRACTICES

I have a habit of assuming a lot about what other people say.



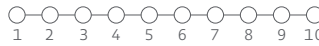
I listen to people without making assumptions.

I don't hesitate to give advice even if it is not requested.



I never give unsolicited advice.

Other people need to accept that my way is almost always the right way.



I seek others' opinions since they could easily have better ideas than mine.

Total Score

What surprises you? What pleases you? Are you where you would like to be? What would you like to change?

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LOOKING AT MY BELIEFS:

Conversation should be back and forth.

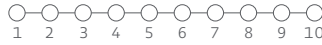


To understand how it might look and feel to honor or violate the belief that conversations should be back and forth, the following examples of top-down communication and partnership communication are provided. Use this simple scale to help gauge the alignment you currently possess between your beliefs and your behavior (authenticity). The higher total score, the more oriented you are toward partnership communication. The lower total score, the more oriented you are toward top-down communication.

TOP-DOWN PRACTICES

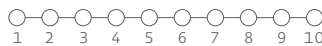
PARTNERSHIP PRACTICES

It is OK to manipulate others to get what I want.



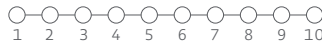
I see others as fully human and strive to never manipulate them.

Communication is about making sure others receive my message.



Communication is about two or more people being shaped by the brain power of everyone in a conversation.

I'm only concerned about instructing others.



I always want to learn from others.

Total Score

What surprises you? What pleases you? Are you where you would like to be? What would you like to change?

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LOOKING AT MY BELIEFS:

Conversation should be life-giving.

To understand how it might look and feel to honor or violate the belief that conversations should be life-giving, the following examples of top-down communication and partnership communication are provided. Use this simple scale to help you gauge the alignment you currently possess between your beliefs and your behavior (authenticity). The higher total score, the more oriented you are toward partnership communication. The lower total score, the more oriented you are toward top-down communication.

TOP-DOWN PRACTICES

PARTNERSHIP PRACTICES

Typically during conversations I'm not that engaged. 1 2 3 4 5 6 7 8 9 10

Typically during conversations I'm very engaged.

Most of my conversations take a lot out of me. 1 2 3 4 5 6 7 8 9 10

Most of my conversations energize me.

Usually I feel worse after having a conversation. 1 2 3 4 5 6 7 8 9 10

Usually I feel better after having a conversation.

Total Score

What surprises you? What pleases you? Are you where you would like to be? What would you like to change?

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LOOKING AHEAD:

Demonstrating Empathy

Use this form to prepare yourself for a conversation you are soon going to have where you intend to demonstrate empathy. Do your best to consider fully how you are thinking and feeling about the conversation, and how your conversation partner is thinking and feeling.

What assumptions or preconceptions are you bringing to the conversation that might make it difficult to listen with empathy?

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What emotions do you anticipate your conversation partner might be feeling?

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What needs do you think your conversation partner currently has regarding your future topic of conversation?

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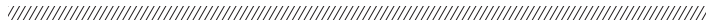
What other thoughts do you have about understanding your conversation partner's perspective and emotions?

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LOOKING AT:

Listening



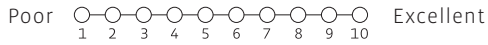
What conversation did you observe to identify how people listen?

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What was the topic of the conversation?

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On a scale of 1-10, how well did people listen to each other?



What strategies or habits did you see people use that showed that they appeared to be listening?

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How did people react when they were heard?

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What strategies or habits did you see people use that showed that they appeared to be listening?

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How did people react when they were not heard?

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What did you learn about how you should listen to other people?

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LOOKING BACK:

Listening



Complete this form after you have recorded a conversation in which you tried to use the listening strategies. You can complete it while watching or after watching the conversation.

On a scale of 1-10, how interested were you in what the other person had to say?

Not Interested 1 2 3 4 5 6 7 8 9 10 Very Interested

Is there anything you can do differently next time to be more invested in what your conversation partner has to say?

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How many minutes were you the speaker or listener?

SPEAKER

LISTENER

Is there anything you can do differently next time to listen more?

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What did you do that opened up or closed down the conversation?

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Is there anything you can do differently next time to encourage your conversation partner to open up?

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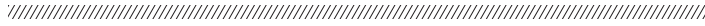
What else could you try to do differently next time to improve as a listener?

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LOOKING AHEAD:

Fostering Dialogue



What is your opinion?

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What are your conversation partner's needs?

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What words do you need to define with your partner?

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What contextual information does your partner need to understand what you are talking about?

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What stories or analogies can you use to make this conversation clearer?

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Are you willing to:



- not have your opinion accepted?
- admit you're wrong?
- listen most of the time—giving everyone equal opportunity to talk?
- look for disconfirming evidence?
- suspend your assumptions?
- identify a devil's advocate?

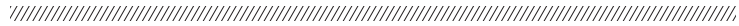
What else can you do to encourage dialogue?

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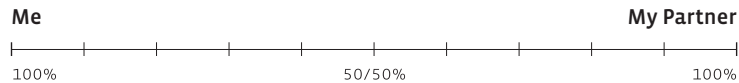
LOOKING AT:

Fostering Dialogue (1 of 2)



Complete this form after you have recorded a conversation in which you tried to engage in dialogue. You can complete it while watching or after watching the conversation.

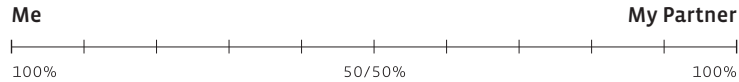
Put a mark on the line to indicate who did most of the thinking in this conversation:



Is there anything you can do to ensure both partners contribute equally to the conversation next time?

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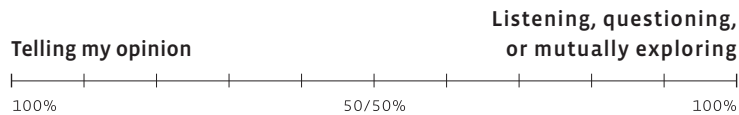
Put a mark on the line to indicate what percentage of the time you were talking in this conversation:



Is there anything you should do next time to enable your partner to speak more?

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Put a mark on the line that indicates how much of the time you were telling your opinion in the conversation:



Is there anything you should do next time to change the way you ask questions?

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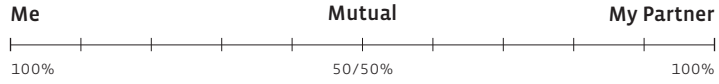


LOOKING AT:

Fostering Dialogue (2 of 2)



Put a mark on the line that indicates to what extent the outcome of the conversation was one that you proposed, your partner proposed, or was mutually constructed:



Is there anything else you should do to make your next conversation more of a dialogue?

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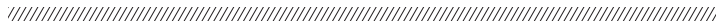
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LOOKING AHEAD:

Asking Better Questions



Identify a future conversation where you will need to ask effective questions. Review the list of questions below to identify questions you might use to foster dialogue and share understanding. Put a checkmark beside any questions you might use in the identified conversation.

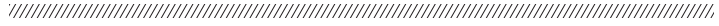
QUESTION

- Given the time we have today, what is the most important thing you and I should be talking about? (Susan Scott)
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- What if nothing changes? So what? What are the implications for you and your students? (Susan Scott)
.....
- What is the ideal outcome? (Susan Scott)
.....
- What can we do to resolve this issue? (Susan Scott)
.....
- Tell me about what you felt.
.....
- Tell me a little about this...
.....
- What leads you to believe...?
.....
- What went well? What surprised you? What did you learn? What will you do differently next time?
.....
- What do you think about...?
.....
- On a scale of 1-10, how close are you to your ideal classroom? (Steve Barkley)
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- What are you seeing that shows that the strategy is successful? (Steve Barkley)
.....
- What impact would _____ have? (Steve Barkley)
.....
- When have you seen _____? (Steve Barkley)
.....
- What do you think the _____ suggests?
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- What are some other ways we can look at that?
.....
- What are we uncertain about?
.....
- What is your hope for _____?
.....
- What if nothing happens?
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LOOKING AT:

Finding Common Ground (2 of 2)



WITH A PARTNER

Use this form to explore Finding Common Ground and to try out the I-CARE model. Simply use the questions to identify what common ground you hold with your conversation partner.

Interests: What are your interests or passions (books, food, restaurants, music, sports teams, travel, and so on)?

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Convictions: What are your important intellectual, political, artistic, social action, or religious beliefs?

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Activities: What do you enjoy doing (cooking, running, singing, writing, volunteering, working, mentoring, and so on)?

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Roles: What roles do you have or have you held (teacher, administrator, parent, committee member, scout leader, coach, choir director)?

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Experiences: What are some important experiences you have had (schools or universities; people known; locations visited, lived in, or hope to be visited)?

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