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KIRSTY MAC

A close-up photograph of a hand with several rings, including a large gold ring with a circular stone and a silver ring with a dark stone. The hand is positioned on the right side of the page, with the fingers slightly curled. The background is dark, and the lighting highlights the texture of the skin and the details of the jewelry.

RIGHT conversations require
you to have them in the
RIGHT PLACE in the **RIGHT**
WAY at the **RIGHT TIME** with
the **RIGHT** people.



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“A problem only ever exists
in the absence of the right
conversation”

– WERNER ERHARD

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There you go! That's the quote! That's the book!

I hold this quote as a guiding light, a story, a lens that helps me navigate through the world. What is the missing conversation?

Am I perhaps having the conversation – but with the wrong person?

This wee book is a reminder that conversation is the relationship. Think on the relationships in your life. Those that are not as good...how are the conversations?

Right?

Take time out with these words to enhance your relationships by being a delicious conversationalist.

Kirsty x

sliding DOORS

I think of conversations as portals – little portals of love.

Think of your life – Infact grab a piece of paper and a writing stick. How about you look back on your life with the conversations you had that really changed your life. Perhaps with a mentor? A breakup of a relationship? A new boss? Your children?

Now, think on the conversations you did not have...

Conversations are like the sliding doors (*fave movie reference) of your life. They take you to and from places.





CONVERSATIONS THAT *matter.*

If a problem only ever exists in the absence of a right conversation what are the missing conversation for you? What challenges are happening for you with people, projects, teams? What is the conversation that would make the difference.

In companies, especially right now, I see lots of ACTION conversations (sometimes called the JFDI conversation). The missing conversations tend to be the CLOSURE conversations – those of feedback. Think on your computer when you have sooo many tabs open – it runs slower right?



07

Well, when we refrain from having the closure conversations we leave too many tabs open – the system runs slower.

Are you having the **RELATIONSHIP** conversations?
What is your team committed to?
What is their next ¼ turn?
What are their hot buttons?
Their cold buttons?

What would be the conversation that would make the difference for you right now?



Agency

“... agency is the capacity of individuals to have the power and resources to fulfil their potential”

The most delicious leaders I have ever worked with are dialogue royalty! Their craft comes in the naming of the conversation.

How often have we walked or dialled into a meeting thinking it was about one thing and it turns out to absolutely not be that? Naming the conversation we want to have gives other people agency, it creates clarity – it provides context and allows us to state our intention.

Every conversation has some form of an agenda sitting behind it so – **NAME IT!** Give people agency, allow people to fulfil the potential of the conversation by naming it.

What is the conversation called that you would like to be having that you are not?

(Hint. Name it and then **HAVE IT!**)

A STARTER FOR TEN

I often use Susan Scott's starter of a conversation. This comes from her book, *Fierce Conversations*. This is a lovely way to prep for the dialogue, it should take about 60 seconds, then you shut up and let the other person speak!

- Name the issue.
- Select a specific example about the situation you would like to change.
- Describe your emotions around the issue.
- Clarify what is important, what is at stake.
- Identify your contribution to the issue.
- Indicate your wish to resolve.
- Invite person to respond.

"Listening is being able to be changed by the other person"

—Alan Alda





7000 ways to LISTEN

Mark Nepo says there are 7,000 languages in the world, therefore there must be 7,000 ways to listen! Delightful! We know when we have been deeply listened to. When someone gives us time and generously listens to us there is nothing better.

An overused phrase is – are you listening or are you waiting to talk?
What are you listening for?

Are you listening

- To be right?
- To bring the attention back to yourself?
- To find the power in the conversation?
- To be recognised?
- To be successful? For progress?

Knowing what you are listening for helps you transcend these listening loops and allows you to truly listen to the other person.

happy listening
x

A photograph of a bed with white linens and a cup of coffee on a saucer. The cup is white and filled with dark coffee. The bed is made with white sheets and pillows. The background is a dark headboard and curtains.

The courageous
conversation is the
one you don't want
to have.

DAVID WHYTE

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