



## **Creating Informational Conversations**

Informational conversations enhance the goals and projects of individuals and groups by sharing information and exploring ideas together.

The benefits of informational conversations include;

- New ideas
- Expanded resources
- Innovative work
- Collaborations

The outcomes of informational conversations may be beyond what you anticipate, especially when you prepare for them well. It is a good idea to be open to new results which come from positive, constructive conversations.

This article shares three ways to create successful informational conversations. These are;

- Developing successful outcomes
- Listening to understand
- Creating next steps

Here is a description of each of these three ways.

### **Developing Successful Outcomes**

Positive outcomes come from preparing for conversations and the skills you use when engaging in them. Taking time to prepare enables you to create more effective talking points and questions. It assists you to stay focused on essential topics which help you to create successful outcomes for everyone.

The way you engage in the conversation also contributes to its success. For example, using open-ended questions helps the other person or group give you in-depth answers to your questions. Open-ended questions are questions which cannot be answered by 'yes' or 'no'. 'Can you say more about that?'

Is a good example of an open-ended question.

### Listening to Understand

In addition to asking open-ended questions, listening to understand is another essential skill which helps you to create successful conversations. Listening to understand is a way of listening which gives you a deeper understanding of what the other person or group is sharing with you.

This skill is developed by listening to discover more about the ideas and information an individual or group is sharing, even when different from your own.

### Creating Next Steps

Effective next steps come from developing possible outcomes and creating successful conversations. It is a good idea to set aside time at the end of the conversation to talk about your next steps together.

Here is an exercise which assists you to prepare for successful informational conversations that assist you to create excellence and success.

#### **Exercise For Creating Successful Informational Conversations**

1. Choose a informational conversation you would like to have with a person or group which will assist you to create success with one of your current projects or goals.
2. Make a list of the outcomes you would like to receive.
3. Now, create a list of questions for the other person or group. Use open-ended questions whenever possible.
4. Write down the next steps which can result from this conversation.
5. Refine your talking points, questions, outcomes and next steps several times before the conversation.
6. Before or during the conversation, share your talking points with the other person or group and ask for any changes or additions they would like to make.
7. Practice 'listening to understand' throughout the conversation. Listen to discover new ideas that may assist you to create success.

8. Go over your next steps together. When you are having a follow-up conversation, go over the talking points and any research or other actions one or both of you will take before the next conversation.

Informational conversations assist you to expand your work by developing new ideas and resources for your goals and projects. They assist you and your work groups to achieve new levels of excellence and contribute to society in positive ways.

© 2021 Oshana Himot, MBA. All Rights Reserved.

Oshana Himot, MBA, is a speaker and organizational mentor. She assists teams and staff to achieve their goals successfully. Oshana has a Masters of Business Administration degree from Golden Gate University in Golden Gate University in San Francisco, California and credits towards a Ph.D. in Management from the Maharishi International University in Fairfield, Iowa. Oshana can be reached at [oshana@oshanasjoyinstitute.com](mailto:oshana@oshanasjoyinstitute.com).