



# **Great Conversations - Learning Group Guide**

Chapter 4

## **Managing impact**

# Agenda

Thirty-minute timeline

Time	Activity
5 minutes	<b>Check-in</b> Everyone answer: What do you appreciate about how others have managed their impact in conversations you have been a part of?
5 minutes	<b>Group agreements</b> Review your agreements and make sure they are still working for you. Consider what you learned about metacommunications in this chapter and how you might want to apply that to your group agreements.  Adjust and update agreements as needed.
15 minutes	<b>Discuss learning from Exercises and Actions</b> Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material.  <b>Debrief questions:</b> <ul style="list-style-type: none"> <li>• How did you use the Feel Know Do model in preparing for a conversation with someone else? What was useful about that?</li> <li>• How have you used metacommunication?</li> <li>• How will these two approaches support you in your work?</li> </ul>
5 minutes	<b>Closing</b> Each person share: My biggest takeaway from this chapter. How I will use the Feel Know Do approach and metacommunication to manage my impact.

## In this chapter you will learn how to:

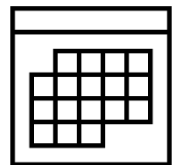


- keep the brain in mind during different types of communication
- use the Feel Know Do model to deliver messages and requests effectively
- use Metacommunication to get on the same page with others

## Try it this week:

Throughout this week, take the time to plan your important communications ahead of time, using the tools you have learned.

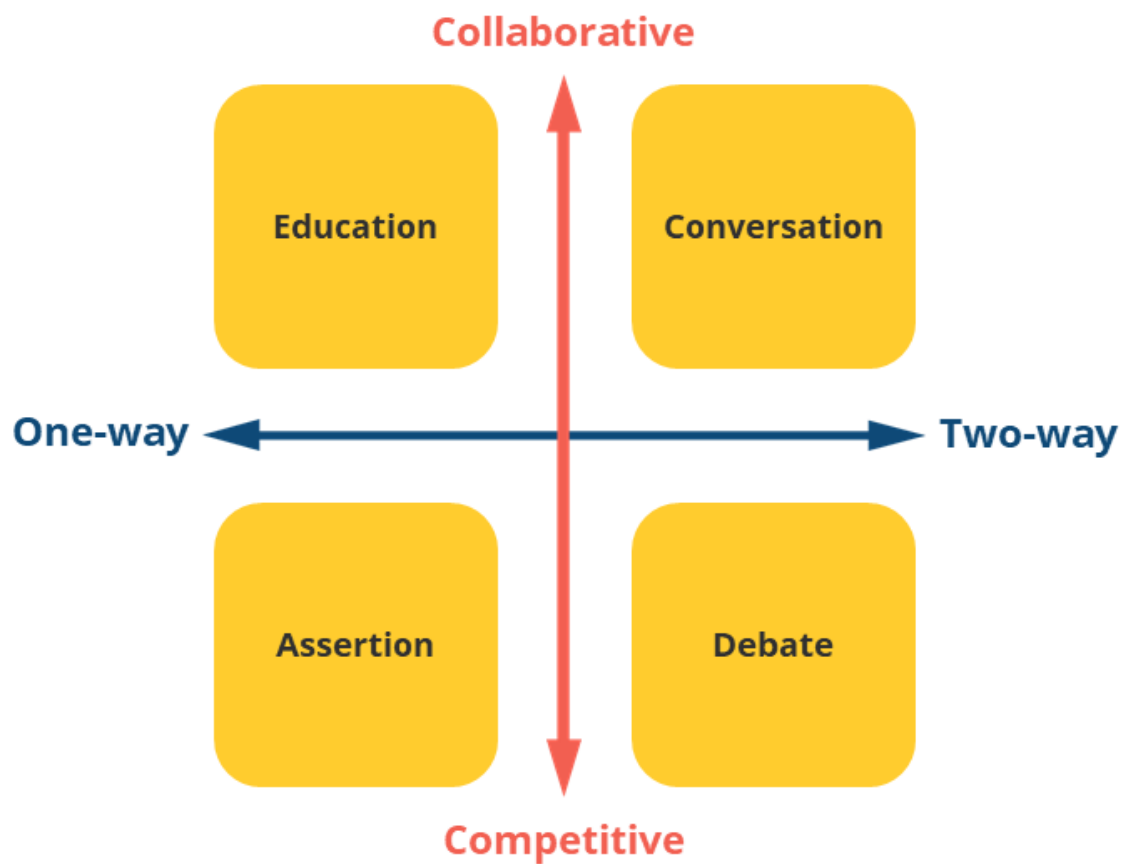
1. When you need to convey an important message, plan ahead using **Feel, Know, Do**.
2. Use metacommunication in two ways in the next week:
  - In an informal conversation, let the other person know what you want or need in the conversation ("*let's choose sides and debate*" or "*I'm just trying to share some information with you, there's not much to discuss here*").
  - In a more structured interaction (a client meeting, a 1-1 review, or any other scheduled meeting), begin with setting and agreeing on how you will proceed together.



## To take your learning further:

1. Write down your key learnings from this chapter and the conversations you are going to practice your new tools in and take them to your **learning group** meeting to discuss.

# Styles of Communication



## Feel – Know - Do

