



Great Conversations - Learning Group Guide

Chapter 1

Communication styles

Agenda

Forty-minutes (for this first group meeting)

Time	Activity
5 minutes	Check-in Everyone answer: What are you looking forward to in our conversations?
10 minutes	Create Group Agreements (these agreements are in place as long as this group is working together) As a group, what will make these learning conversations safe, engaging, fun and full of learning? Consider these (adapt as suits the group): <ul style="list-style-type: none">• Confidentiality• Let's be aware of the communication skills we use in these sessions• This is a place to be open and share, except when...• Let's keep it light and suspend judgement; we are all learning You may also want to ask yourselves: <ul style="list-style-type: none">• How will we keep the conversation on track?• Who will organise and lead these sessions?• How long do we want to these meetings to be?• What else? Please write these somewhere as you will check in on them in future meetings.
20 minutes	Discuss learning from Exercises and Actions Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material. Debrief questions: <ul style="list-style-type: none">• When do you notice people using 1-way and 2-way communication styles? When are they each needed?• When have you noticed collaborative vs competitive styles used? What is the impact?• What mindset(s) related to communication are most effective for you in the work you do?
5 minutes	Closing Each person share: My biggest takeaway from this chapter. How I will use communication styles going forward.

In this chapter you will learn:



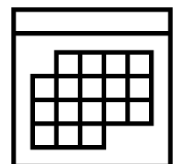
- different styles of communication that are appropriate for different situations
- how your attitude may determine the style of communication you use
- how to identify and avoid a common cause of destructive interactions

Try it this week:

Throughout this week, consciously consider how you communicate.

Try these exercises:

1. At the start of a meeting or conversation, get clear with the other person/people on what kind of interaction this is going to be. This could be a single question such as 'Do you want my advice, or do you just want me to listen?'
2. Choose a mindset to practise for the week. Consider one of these options, or find your own that will help you create the impact you want:
 - It's not my job to solve everyone's challenges
 - Opportunities to learn and develop are everywhere



To take your learning further:

1. Take your key learnings from this chapter and the mindset you would like to work on to your **learning group** meeting for discussion.
2. Read more on how the brain drives communication with this fascinating article: [The Neurochemistry of Power Conversations.](#)
3. Read about how diversity and inclusivity create open collaborative mindsets in this article: [The Truth About Diversity - and Why it Matters.](#)

Styles of Communication

