



Communicating and Gaining Visibility as a Leader: One Conversation at a Time

Leaders Keep the Conversation Going

"A desk is a dangerous place to view the world" John Le Carré

Names

- Introduce yourself/give the gift of your name
- Request if you cannot remember
- Use and use it correctly
 - Employ host behavior

Breaking the Ice

"What sparked your dedication to environmental issues?"

"Tell me about yourself..."

"What are you working on?"

"Describe your most important work experience..."

"What is the most important skill required to be a success in your work?"

"What keeps you busy outside of work?"

"Describe your number one concern for the coming year..."

"How did you come up with that idea?"

Dig in Deeper

"How's the project going?" "Pretty good." "What does it involve?"

"Did you enjoy the presentation?" "Yes." "What interested you the most?"

"How's work?" **"Good."** "Tell me about your most recent project..."

"How was your weekend?" "Fine." **"What did you have going on this weekend?"**

Interacting with Acquaintances

"Bring me up to date on the project..."

"What has been going on with work since I last saw you?"

"What has been going on in your life since the last time we got together?"

Play the Conversation Game

"How are you?" "Fine."

Instead:

"How was your weekend?" **"Excellent, got in a playoff game."**

"How's work?" **"Hectic, I spent a few days at an industry conference in Phoenix."**

"What's been going on?" **"I am working on finishing my basement. It has been quite a process."**

"Active" Listening

Listening Quiz

1. I

2.

- **Visual Listening**
- **Verbal Listening**

Developing

"Tell me more." "What was that like for you?"

Taking it in

"Hmmm, I see..."

Responding positively

"How interesting!" "What an accomplishment!"

Diverging

"On the other hand, do you think...?"

Paraphrasing/Clarifying

You find out whether or not you understood exactly what the person said.

People calm down once they believe you understood what they said.

Don't say "I know." Instead say:

"So the problem is..."

"To prevent a problem, let me summarize what needs to happen."

Exit Gracefully

Wave the White Flag

"Your work on the project sounds very interesting; I'd like to know what you found to be the greatest challenge before I make my way back to my desk."

"I do want to know your favorite golf course before I head across the room to catch up with John."

Leave Taking Statements

"I'm going to circulate and meet some of the new staff."

"I want to get around and say hello to everyone at this meeting/party."

Ask For Referrals

"Who else might have thoughts about this aspect of the project?"

"Is there anyone else here that you know that might have similar challenges?"

Invite Someone to Join You

"Would you like to join me while I check out the exhibits?"

Show Appreciation

"It sounds like you had a great vacation."

"It's great to meet someone so knowledgeable about software programs."



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