

SEE LEFT HAND/RIGHT HAND DIALOGUE EXERCISE

Use this when you are talking about changing mental models:

LEFT HAND COLUMN What I'm really thinking	RIGHT HAND COLUMN What is actually said
Hidden costs, agendas Costs include mistrust, misunderstandings Costs lead to unproductive relationships	

CONVERSATION PALETTE

A D V O C A C Y	TELLING	GENERATING
	OBSERVING	ASKING
	INQUIRY	

**** Telling is the LEAST effective method of communication ****

Telling – Assertive / Dictative

Generating –

Observing –

Asking –