

LEAD WELL

KNOWLEDGE

CONVERSATIONAL AGILITY

SUMMARY

Conversational Agility is a concept that helps us have productive interactions with others. Three key areas of *Reframe*, *Refocus*, and *Redirect*.

Comment: I don't feel good about myself because I make mistakes

Reframe: Those who make mistakes are taking risks and learning.

Comment - What is taking you so long to finish project?!

Refocus: We could really use your careful attention to complete the project

Comment - It can't be done.

Redirect - Last week I worked with someone who had the same challenges. They had a creative idea to solve the issue that I can share if helpful.

REFLECTION

When you are in conversations with others and sense that something may be wrong - or they are frustrated about something - perhaps use the tools of conversational agility to help the person get perspective and move toward productive thinking.

ACTIONABLE ITEMS

- Think of a challenge you are facing that gets a lot of your time and attention. Is there a way to reframe, refocus or redirect your thoughts to discover a different perspective? Is there a new way to come at the challenge/problem?
- Write down some bullet points about how you are thinking about this problem. Can you adjust those statements through conversational agility?