

High Impact Conversation



1 Connect

Connecting with each other on a human level

2 Align

Getting clear on the goals and process for the conversation

3 Exchange

Discussion about the subject or issue at hand

4 Commit

Hone in on commitments and next steps

Inquiry and Advocacy

Listening as an Ally

Purpose: To understand, support, assist

Strategy: Be curious about others' ideas and opinions. Show empathy for the speaker's experience.

As a coach, it's your job to help people express themselves clearly, feel understood and that their contributions are valued, i.e. you listen as an ally, regardless of your own perspective.