

# Patterns of Effective Conversation

## A. Preparedness

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1. Inviting the Conversation
2. Having Shared Commitment and Passion
3. Having a Clear Purpose and Intent
4. Being Open to Outcome
5. Knowing the History, Context, Culture
6. Optimizing the Aesthetics of Place
7. Anticipating What Might Happen
8. Choosing the Right Size Bite

## B. Relationships

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1. Appreciating and Showing Gratitude
2. Being Generous
3. Holding Good Faith Assumptions
4. Honouring and Tending Each Person
5. Sharing Power and Airtime
6. Listening and Giving Attention
7. Showing Emotional Intelligence and Empathy
8. Being Transparent and Authentic

## C. Flow

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1. Facilitating the Opening, Trajectory, and Closing of the Conversation
2. Holding Space
3. Setting Appropriate Boundaries
4. Modelling Courage and Self-Awareness
5. Balancing Structure and Flexibility
6. Iterating
7. Diverging and Converging
8. Following the Energy

## D. Creativity and Inquiry

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1. Being Curious and Open to Exploring
2. Widening Perspectives
3. Being Playful
4. Generating Possibilities
5. Challenging and Thinking Critically
6. Improvising
7. Saying "Yes, and"
8. Visualizing and Imagining

## E. Learning and Synthesis

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1. Contributing New Knowledge
2. Crafting and Telling Stories
3. Naming and Articulating Clearly
4. Translating for Coherence
5. Seeing the Forest, Seeing the Trees

6. Deliberating and Deepening
7. Distilling and being Succinct
8. Moving Toward Alignment
9. Mapping and Modelling
10. Harvesting

## F. Emergence and Shift

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1. Accepting It's All Grist for the Mill
2. Finding Common Ground, Being All on the Same Side
3. Embracing Complexity and Dissonance
4. Taking All Sides, Embracing Uncertainty and Ambiguity
5. Being Present
6. Diving In and Being Bold
7. Trusting the Wisdom of the Group
8. Letting Go, Letting Come, Letting Shift
9. Allowing Silence and Contemplation
10. Trusting Individual Responsibility

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### The Ten Objectives of Conversation:

1. *Information*: to obtain, surface or convey information or understanding of facts (know-what), processes (know-how) or contacts (know-who)
  2. *Meaning or insight*: to make sense of something (beyond just obtaining facts)
  3. *Perspectives or viewpoints*: to get different points of view or gain consensus (generally to solve a problem or make a decision)
  4. *Change*: to challenge and shift someone's viewpoint or intentions (mine or others')
  5. *Ideas*: to surface and imagine possibilities
  6. *Effective collaboration*: to enable the effective production of some shared work-product
  7. *Deepening or creation of relationships*
  8. *Entertainment or fun*
  9. *Recognition, attention or reputation*: to obtain it, or possibly offer it
  10. *Appreciation, empathy or reassurance*: to obtain it, or possibly offer it
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