

KEY RULES FOR EFFECTIVE COMMUNICATION

Matching Profile

Adapt your Tone and Energy: Convey warmth and openness.

Use Small Talk: Build rapport and establish trust.

Recognize the Kind of Conversation: Practical (facts and data), emotional or social (identities and relationships).

RULE 01

WHAT IS THIS REALLY ABOUT?

- Identify the core issue.
- Determine what both parties want to achieve.

Outcome: Clarify and share purpose

RULE 02

SHARE GOALS

- Discuss your goals and invite others to share theirs.

Outcome: Mutual understanding and goal alignment.

RULE 03

EXPLORE THE EMOTIONAL FOOTPRINT: HOW DO WE FEEL?

- Recognize, acknowledge and discuss feelings without judgment.
- Pay attention to nonverbal signals and the words used “silent language”.
- Reframe emotions to avoid conflict and guide better decision-making.
- Loop for understanding and explore others feelings.

Outcome: Acknowledgment of emotions and better emotional management.

RULE 04

GROUND IDENTITIES: WHO ARE WE?

- Understand and explore the identities at play in the conversation.
- Acknowledge how both parties see themselves and each other. Where does your story come from and theirs?

Outcome: Clarity around identities and personal values.

Move to Action

Decide how you will decide

Document decisions and next steps and follow up

