

10 Ways to Have a Better Conversation by Celeste Headlee



<https://youtu.be/R1vskiVDwI4>

Celeste Headlee has worked as a radio host for decades, and she knows the ingredients of a great conversation: Honesty, brevity, clarity, and a healthy amount of listening.

In this insightful and humorous TED talk, she shares 10 useful rules for having better conversations. "Go out, talk to people, listen to people," she says. **"And, most importantly, be prepared to be amazed."**

Truthfully, most of us don't converse very well. And yet, conversations are the key to building, and keeping personal relationships.

Most of our interactions should be engaging and inspirational – we should feel like we made a real connection and that we were perfectly understood. Most importantly, with every conversation we should expect to learn something!

1. Don't multitask – be present!
2. Don't lecture or pontificate. It's boring.
3. Use open ended questions (who, what, when, where, why).
4. Go with the flow.
5. If you don't know, say that you don't know.
6. Don't equate your experience with theirs. It is never the same. It is not about you.
7. Try not to repeat yourself – it's condescending.
8. Stay out of the weeds. Forget the details – leave it out.
9. LISTEN! Pay attention.
10. Be brief.

"Be interested in other people. Everyone has some hidden, amazing thing about themselves. Go out, talk to people, listen to people, and most importantly prepare to be amazed."

My Conversation Skills

Reflect back on your last conversation. Evaluate your conversation skills using the checklist below:

	Excellent	OK	Needs Improvement
1. I try to "be present" when I'm speaking with someone else and maintain eye contact.			
2. I don't lecture or talk on and on.			
3. I use open-ended and appropriate questions.			
4. I go with the flow and don't try to control the conversation.			
5. If I don't know what to say, I say, "I don't know."			
6. I try to stay focused on the other person and not talk about myself or all of my experiences.			
7. I try not to repeat myself or be condescending.			
8. I don't get bogged down in details.			
9. I listen. I pay attention.			
10. I try to be brief.			
BONUS I try to find something to be amazed about!			

ILO Group Guidelines

1. **Respect** – all members will respect the ideas, thoughts, personal space, and property of others.
2. **Confidentiality** - everything shared in the group is confidential. The group needs to develop trust and build working relationships.
3. **Responsibility** - all members share the responsibility to make the group work.
4. **Acceptance** - the group accepts members just as they are and avoids making judgments.
5. **One Speaker at A Time** - groups are most beneficial when all participants can share and discuss individual issues or concerns. Members must be mindful and give each person the opportunity to speak.
6. **Giving Attention** - members will give supportive attention to the person who is speaking.
7. **Sharing** - sharing is encouraged.
8. **Questions** - group members have the right to ask questions.
9. **Discussion** - the group is actively involved in the discussion and planning of activities.