DAY 1
OCTOBER 2024

POWER OF REAL TIME INTERVENTION

How to Intervene to Restore Constructive Conversation?

SHAWN CHUNG / LAURA HSU

4 PANEL COMIC

A MEETING THAT DID NOT GO THAT WELL
– WHAT HAPPENED?

What's needed for constructive conversations?

\+ ? –

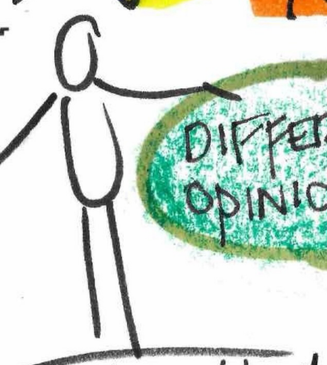
- BUILD TRUST
- NON JUDGEY
- CURIOSITY
- SELF AWARENESS
- LISTEN
- LANGUAGE +
- OPENNESS
- ADAPTIVE
- SLOW DOWN....
- ASK QUESTIONS

WHAT DO WE WANT TO ACHIEVE?
WHY ARE WE HERE?

OPEN QUESTS

CONVERSATION TYPES

- DIFFERENT OPINIONS
- BELIEFS MULTIPLE VIEWS
- LISTEN FOR UNDERSTANDING
- COLLABORATION
- DIALOGUE
- INQUIRY BETTER DECISIONS
- BELIEF 1 WAY 1 VIEW
- LISTEN TO REFUTE
- COMPETITION COLLABORATION
- DIALECTICS BACK/FORTH
- COMPETITION DEBATE
- STUCK DEADLOCKS ATTACKS

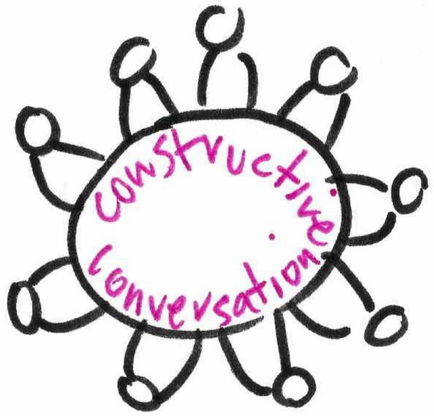


Cathryn Lloyd 2024

REAL TIME INTERVENTIONS TO ENRICH CONTENT

DIRECTION 1

FOCUS THE CONVERSATION



EXPAND THE BREADTH OF CONVERSATION

DEEPEN THE CONVERSATION

VIEW THE CONVERSATION HOLISTICALLY

COMMUNICATION DIRECTION 2

ATTENTION → EXPRESSION → LISTENING

INQUIRY → RESPONSES → REDUCE DEFENSIVESS

FACILITATE IN REAL TIME

- Return to focus
- Use of Data
- Assumptions
- Explore options
- Invite group to share

SCENARIO

EMPLOYEE DINING NEW WAYS?

INSIGHTS

Dialogue Fishbone

Fun!