

Discovery: We help each other to identify and solve problems.

Learning Conversations

Based on Roger Schwarz's The Skilled Facilitator

GOAL: Increased understanding, effectiveness, quality of worklife.

ASSUMPTIONS:

- Differences are opportunities for learning.
- Each of us may see things others do not see.
- I have some relevant information and so do others.
- All of us are trying to act with integrity in this conversation.

CONVERSATION STRATEGIES:

Tips for Listening: The best way to help someone listen to you is to first listen to that other person.

1. Be attentive to the other person's need to be respected.
"Bring them to their senses, not their knees"
2. Give your full attention to what the other person is saying, temporarily leaving aside what you plan to say and your own point of view. *"What does this person see that I don't see?"*
3. Ask open-ended questions to clarify or find out more
"Would you say more about...?" "Help me understand why..."
4. After the other has spoken, summarize what you understood her/him to say and ask if you understood him/her correctly. In doing so, you may also wish to recognize legitimate emotions.
"I understand that you think...because...and I can see that this is very important to you..." (or "I can see that you're very frustrated... disappointed...hurt...angry... "am I correct?"



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Page 1 of 2

Discovery: We embrace creativity and seek new knowledge.

Discovery: We encourage learning, creativity and new ideas.

Discovery: We seek personal growth and enable others to do so.