

During the March 15 ATD webcast, “The Power of Dialogue,” presenter Lisa Nabors asked the attendees to provide their answers to “How do you already use this skill?” for the skills of Focus, Listen, Question, Reveal, Challenge, Negotiate and Commit when in a dialogue with co-workers. The attendees provided some answers and they are listed below with their first names.

Listen

Rachel: I am an empathetic and attentive listener who tries to only offer solutions when they are desired

Cindy: For listening, it is important to not multi-task during a conversation or meeting

Monica: I often use silence but I am not necessarily open while I'm silent

Rachel: I focus on breathing through my nose so I can't talk

Ellen: Have to listen 360, look at the upstream and downstream impacts

Ai: Important to listen to the verbal but also to pay attention to the non-verbal/body language

Sharon: Say "I hear what you are saying..."

Ellen: Use the "Yes and" technique to acknowledge what they say and ask a clarifying question.

Catina: "It appears that...." is what I use for negative body language

Question

Betsy: Ask open questions instead of those pursuing Yes/No answers

Patricia: Why do you think..... ? Usually helps people think and clarify

Reveal

Crystal: I like ending the reveal with this type of question to get feedback and show that you are open to others thoughts. I think the tone of voice when challenging is vitally important.

Negotiate

Cathy: I'm a fan of drawing it all out for all to see how the pieces fit or do not. I love whiteboards!

Commit

Eddie: We truly see the power of commitment and accountability in this step.