




CONVERSATIONAL CAPACITY

The Power of Discussing
What Matters Most



How many outcomes in your life might have been altered because of poor communication?

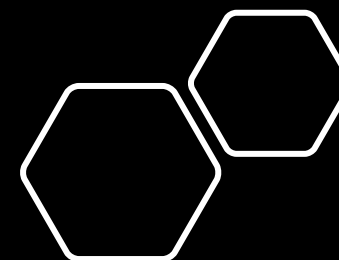
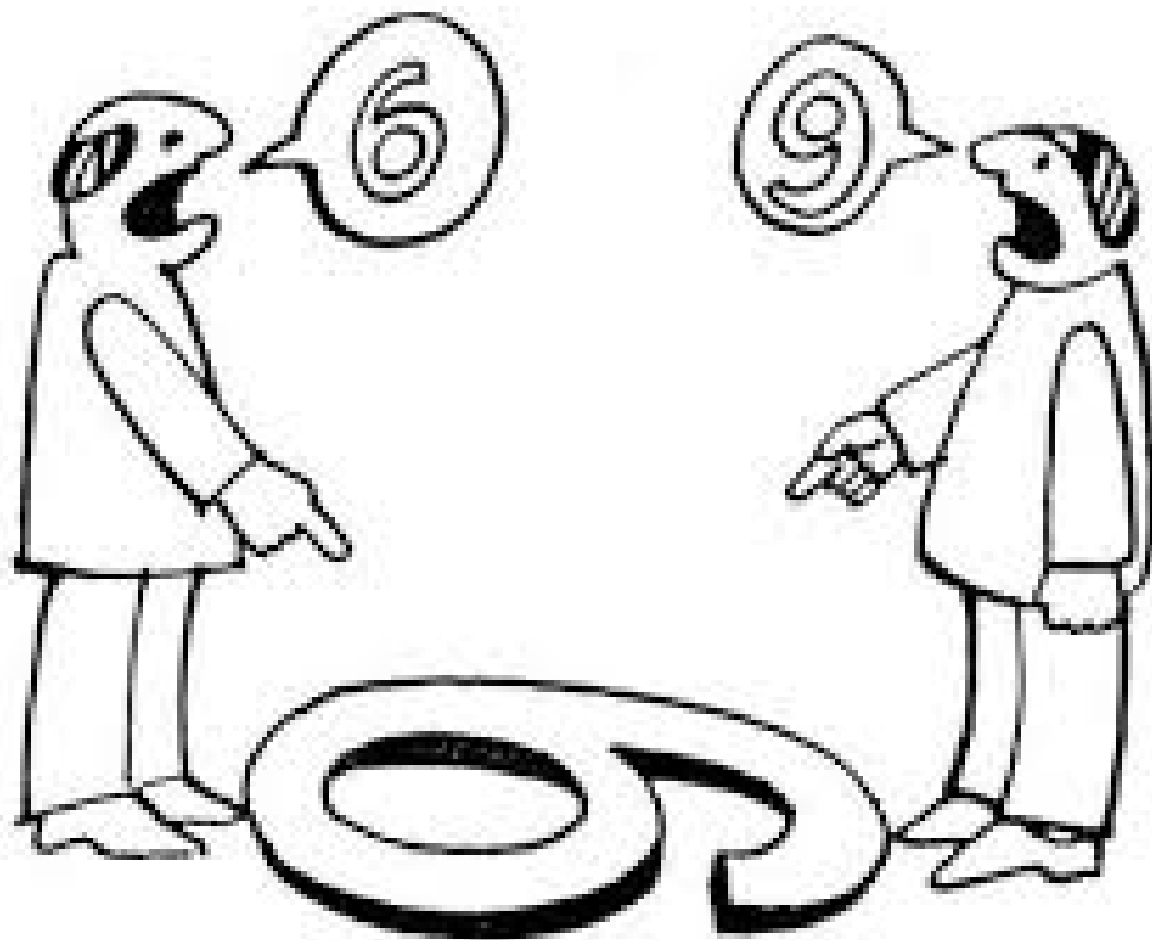




“Any problem in an organization or relationship is directly related to a conversation not being held or one being held poorly.”

– Julio Olalla.





A person in a dark suit and tie stands in the center of a dark tunnel. Instead of a head, they have a large, white, inflated balloon. The tunnel's ceiling is lined with bright, yellowish-white lights that create a strong perspective effect, drawing the eye towards the center. The floor of the tunnel is dark with some yellow lines. The overall mood is mysterious and surreal.

THINK DIFFERENTLY

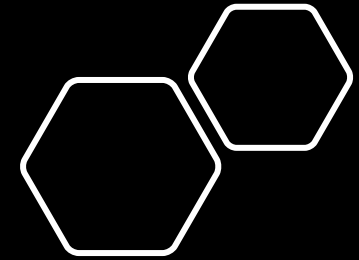
The background features a dark navy blue silhouette of the Philadelphia skyline, including prominent buildings like the Liberty Bell and Independence Hall. Overlaid on this is the word "PHILLY" in a large, bold, red, sans-serif font.

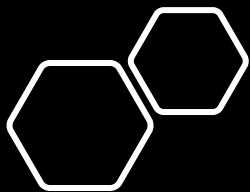
PHILLY

A CITY OF _____









What is a difficult conversation anyway?

It is two people fighting for the truth.

And nobody owns 100% of the truth.

| *Truth* |



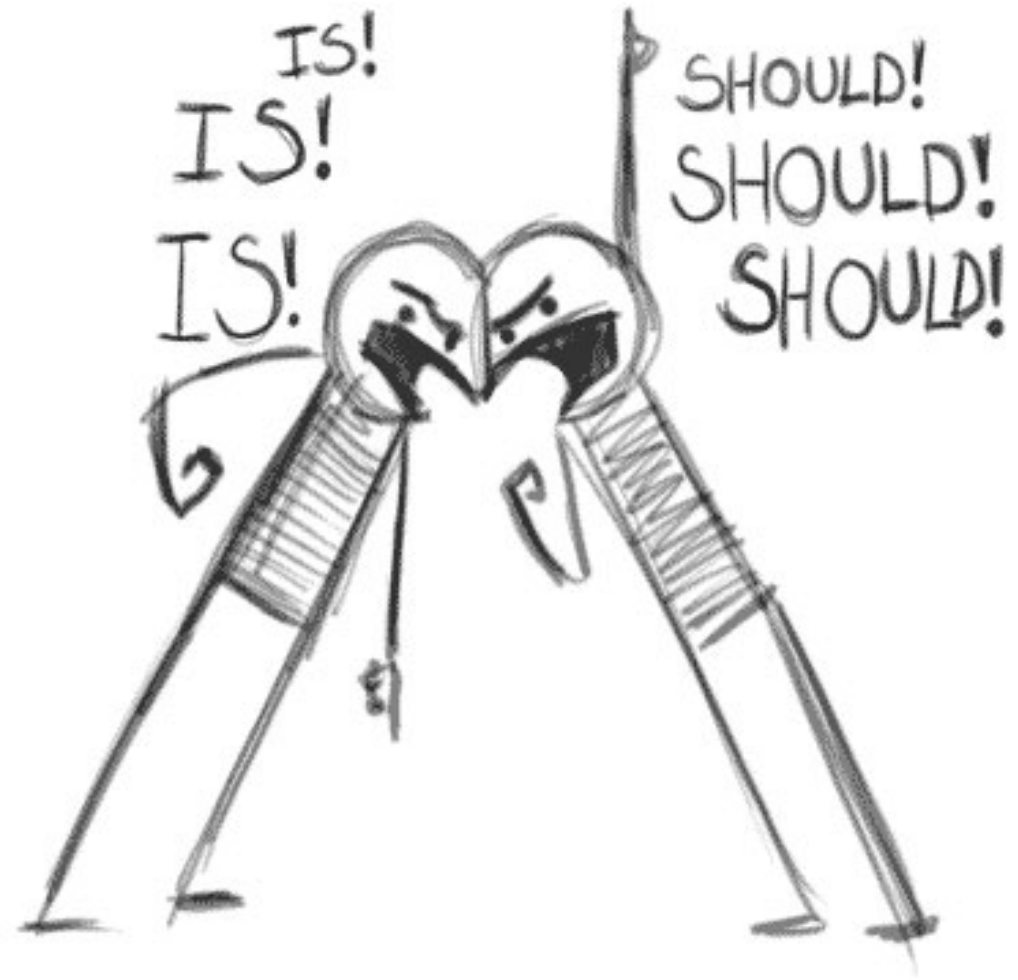
Who likes a ---
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High conversational capacity is not about being clever or having the answers.

It's about being genuinely open, really asking, and paying attention to the other person's response.


MOST DIFFICULT
CONVERSATIONS
BECOME...

ARGUMENTS!





A210
CLASSROOM

- 
- Tell me more...
 - Help me understand that...
 - I wonder if there might be another approach...
 - I am curious as to why you believe so...

curious

TIME TO PRACTICE:

- What am I saying to myself about this situation and the people involved?
- How are the moods and emotions I have attached to this situation helping or not helping me and the people involved?
- What am I noticing in my body – sensations, breathing, tension, posture?
- How are my language, moods, emotions, and body serving me?





TIME TO ACT:

- What new way of being might be useful in this situation?
- What is missing for me to shift to this new way of being?

ACCEPTANCE:

- I assess that something (or things) have happened that I do not agree with
- I assess that some possibilities have been closed for me and the scope of my actions is limited
- I assess that despite these limitations there are still some possibilities open to me
- I declare that I accept the limitations and will act on the possibilities available to me

This is where we

1. Articulate our understanding of a situation
2. Listen to the understanding of other
3. Reach a common/shared understanding

What we are saying to ourselves: ‘Oh no, the tire is flat!’	
What mood or emotion is present?	What actions are most likely?
<ul style="list-style-type: none"> • Acceptance 	<ul style="list-style-type: none"> • Stop worrying and find a solution.
<ul style="list-style-type: none"> • Anger 	<ul style="list-style-type: none"> • Tell ourselves stories about how unfair the situation is, maybe lay blame or rant. The solution may come from a place of wanting to right a wrong.
<ul style="list-style-type: none"> • Hilarity 	<ul style="list-style-type: none"> • Laugh, take joy from the situation, and find a solution.
<ul style="list-style-type: none"> • Self-pity 	<ul style="list-style-type: none"> • Perhaps rely on someone else to help fix the situation.



NOW YOU ARE READY TO HAVE THE CONVERSATION!

