Planning for More Productive Interactions

What are your goal(s) for this conversation?

Vague ← **Clear** → Rigid

Uninterested ← **Curious** → Interrogating

Distant ← **Connected** → Glued
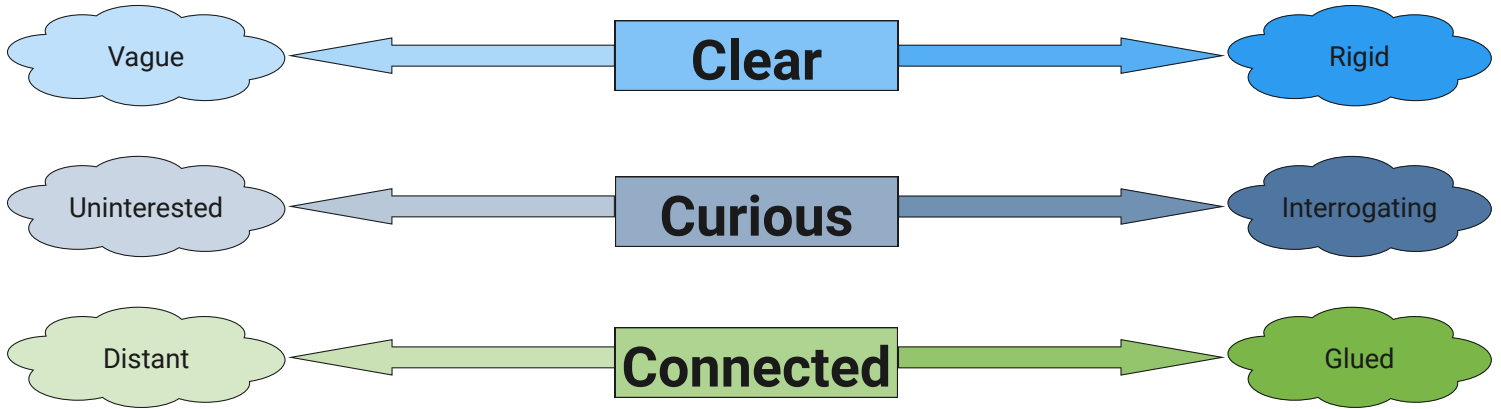
How will you know you've been *Clear*?	How will you know you've been *Curious*?	How will you know you've been *Connected*?

What will you *Do*?

What will you *Say*?

What will you *Ask*?

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Guidelines for *Planning*

- Clarify your goal (s) for the conversation:
  - What do you need to accomplish?
  - How could the conversation improve the working relationship?
- Based on what you know about yourself and the other person, where are you likely to end up on each of the *3Cs* by default?
- To achieve your goal(s), which sliders do you need move from those defaults, and which direction?
- Each of your *3Cs* should be tied to the topic of the conversation. You can't say you were *Connected* because you talked about your cats.
- When things go awry...
  - What's a mantra you can repeat to yourself to get back on track? (This is a useful thing to *Do*.)
  - What's a soundbite you can repeat to them to get back on track? (This is a useful thing to *Say*.)
- Remember: The *3Cs* are about how they experience you, not just how you feel.

Tips for *Dancing*

- Use the *3Cs* to gauge how things are going.
- Don't stop once you've gone through your initial plan. Keep dancing until you get confirmation for all of the *3Cs.*
- When things go awry...
  - Use your mantra to re-center yourself.
  - Repeat your soundbite to get the conversation back on track.

Questions for *Retrospecting*

- Did we accomplish what I needed from the conversation?
- Did we improve the working relationship?
- How did I do on each of the *3Cs*?
- What did I *Do/Say/Ask* that contributed to that?
- What do I want to take from this for future conversations, either with this person or around this topic?

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