

8 TIPS

To have a better conversation

HUMAN RESOURCES

Performance Review and Development



DCU
Office of Quality
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01

Don't multitask

Be present and in the moment
Switch off email/phone alerts



02

Don't Pontificate

Enter the conversation assuming you have something to learn
Set aside your personal opinion



03

Use open ended questions

Ask questions that require descriptive answers rather than a yes/no answer



04

If you don't know, say you don't know



05

Don't equate your experience with theirs

All experiences are individual
It is not all about you



06

Try not to repeat yourself

Avoid re-phrasing or repeating the same message



07

Don't focus too much on the finer details

Concentrate on the interaction

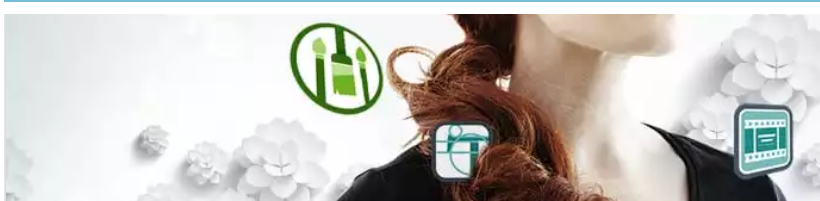


08

Listen

Listen with the **intention to understand** what the other person is saying, rather than thinking about your reply

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