

# Getting Communication Unstuck

*Facilitator: Gail Finger*

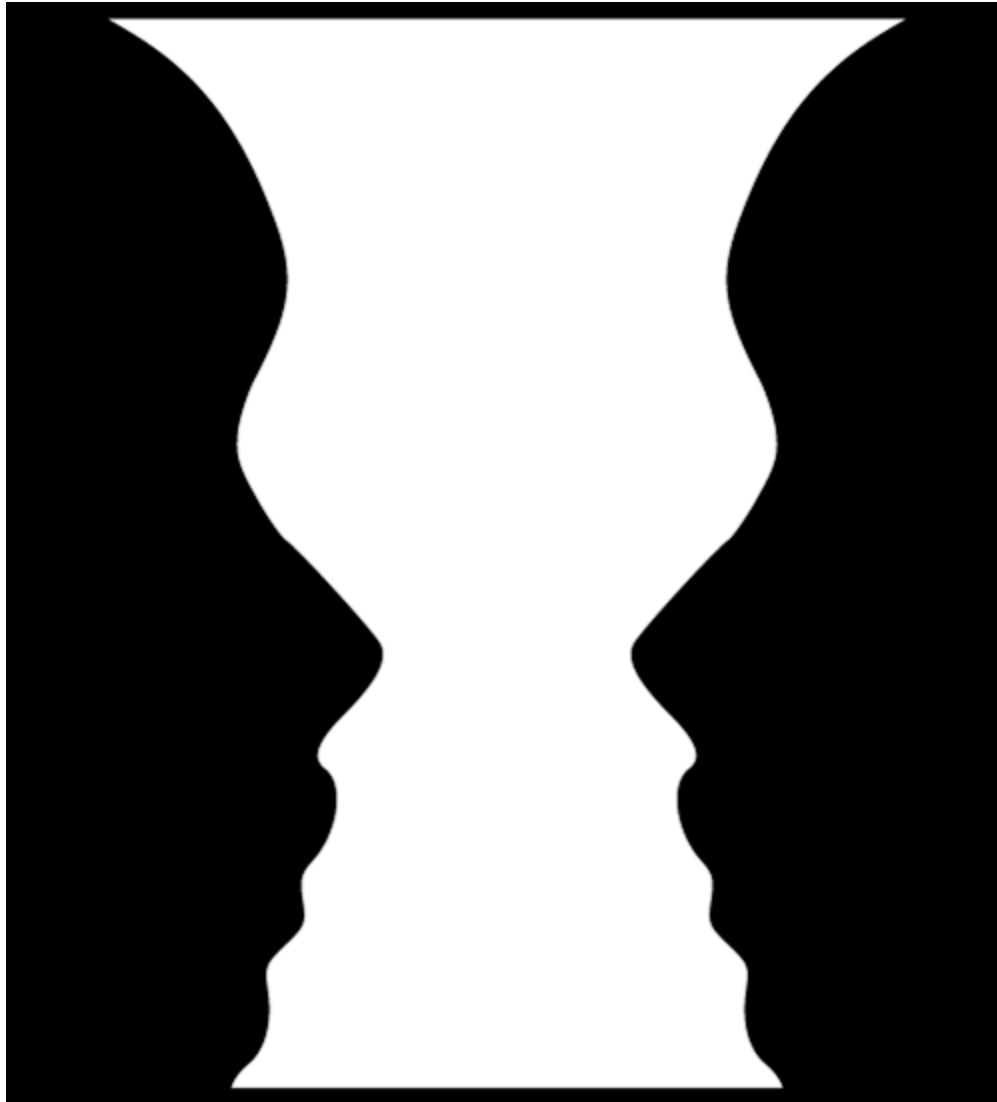
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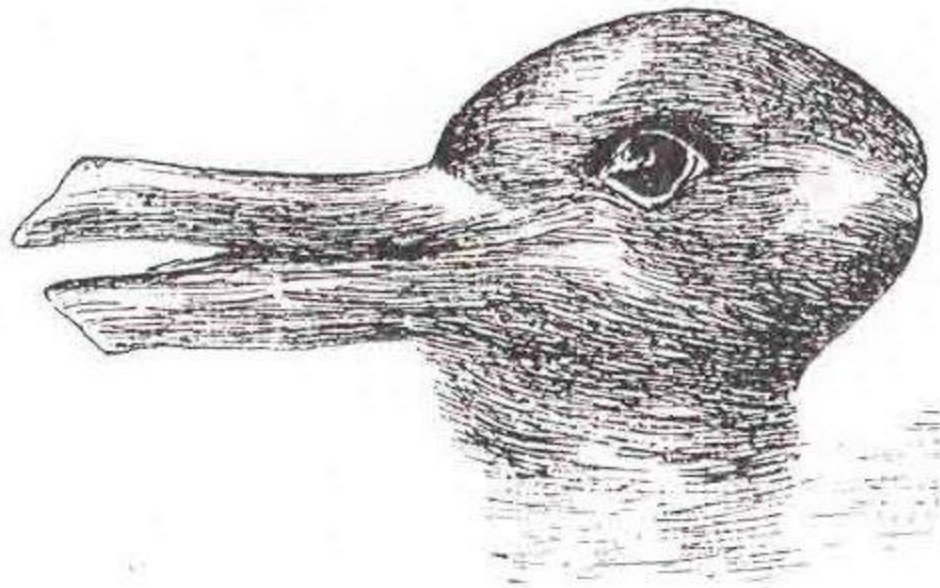
# Agenda

- Warm up
- How we get into communication trouble
- How we get out of trouble
- Q&A

# Warm Up:

## *Perspective Pictures*







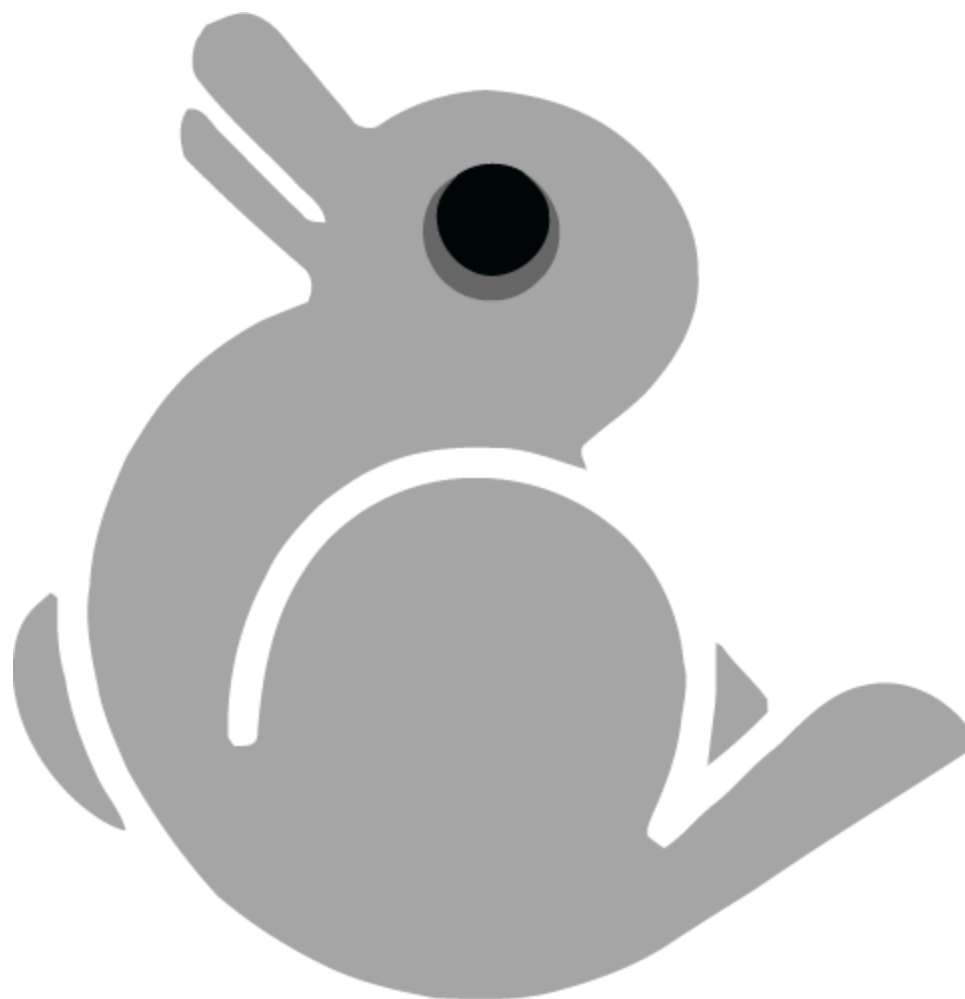


GOOD









# Communication:

## *How we get into trouble*

# How We Get Into Trouble

## Assumptions

- The other person sees the situation the same way I do.
- I'm right and they are wrong.
- I have all the data.
- They just don't understand.



# How We Get Into Trouble

## Inner Self-talk

- I can't show vulnerability.
- I have to know the answer.
- My opinion is fact.
- My hypothesis is fact.
- My assumption is fact.



# How We Get Into Trouble

## Non-verbal Communication

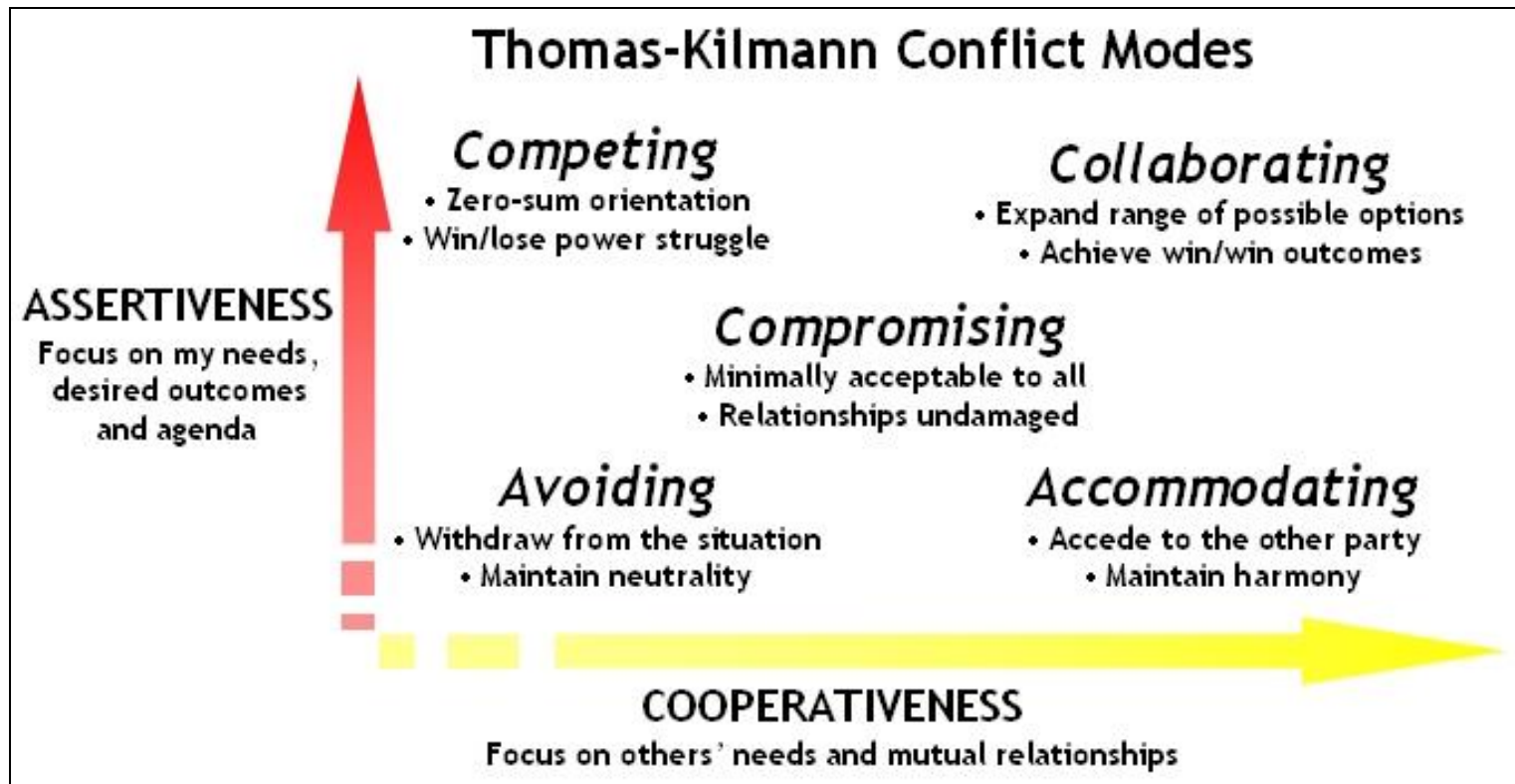
**93% of our communication is non-verbal**

When a listener perceives a disconnect between our words and our non-verbal communication, *they will always believe the non-verbals*



# How We Get Into Trouble

## Conflict Management Styles





# Communication:

*How we get out of trouble*

# How We Get Out of Trouble

## Shifting our Mindset (Self-talk)

- I might not have all the information.
- Why am I so sure I'm right?
- How will my idea affect others?
- It's OK not to know everything.
- Curiosity is a trait of good leaders.
- I take responsibility for my part in the problem.

# How We Get Out of Trouble

## Listening

W.A.I.T.

# How We Get Out of Trouble

*Inquiry*

# Why Inquiry?

- ✓ The other person feels invited to a conversation
- ✓ Need for defensiveness decreases
- ✓ Creates dialogue vs. debate



***99% of the time you can influence more effectively with questions than with statements***

# How We Get Out of Trouble

## Inquiry: The Power of Questions

**INQUIRY**

**ADVOCACY**

**I don't know  
the answer**

**I think I know  
the answer**

# All Questions Are Good

- **Context questions** help us to understand the situation.
- **“Yes” or “No” questions** can be useful when it’s time to make a decision.
- **Advocacy questions** provide solutions (but are usually asked too early in the process).
- **Inquiry questions** get at the root cause and lead to better solutions.

All Questions Are Good But...

***We need more practice  
with Inquiry***



# Inquiry or Advocacy?

1. Have you ever tried asking Sarah what she thinks about the issue?
2. How long has this issue been present?
3. What have you tried in the past to resolve this problem?
4. What else do we need to be thinking about?
5. Have you considered delegating that task?
6. Who's to blame?

# Great Examples of Inquiry

1. Can you say more about that?
2. What kinds of risks do you see if we do that?
3. If you could replay the situation, what would you do differently?
4. What assumptions are you making?
5. What are your goals in the situation?
6. What are all of the possible outcomes you have considered?
7. What haven't you told me?
8. What's at stake for you?

# In Summary

- Be willing to not have all answers.
- Take responsibility for your part in misunderstandings and conflict situations.
- Be a learner before a teller.
- Ask questions.
- Listen (W.A.I.T.).



# Questions?



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