

## Exercise #3

### Let's Have an Easy Conversation

In this exercise, we talk to each other about simple things as a means of practicing the skills we have already addressed. Although these conversations should not be difficult, concentrate on hitting some of the “conversational buttons” you will need in more challenging conversations.

Working in pairs, each person will tell the other a story about a personal or professional experience they have had recently. It does not need to be negative, or unpleasant - just a version of who, what, where, when, and maybe, why.

**As you listen, practice the following conversational skills:**

1. Use good attending skills!
2. Be empathetic and authentic.
3. Make sure you understand the story. Ask questions for clarification.
4. Reflect facts. Clarify and paraphrase. Basically, repeat the story back to them.
5. Seek verification. Ask, “Is that right?”
6. Allow your partner to correct any errors. Don't be bothered if you made mistakes.

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## Exercise #4

### Now, Let's Have an Easy Meaningful Conversation: An Exercise of Interpretation, Insight, and Analysis

Again, working in pairs, each person will tell the other a story about a personal or professional experience they have had recently. This time, the story should have a strong emotional component to it.

**As you listen, practice the following conversational skills:**

1. Use good attending skills!
2. Be empathetic and authentic.
3. ***Make sure you understand the emotions your partner was feeling.*** Ask questions for clarification.
4. Reflect facts ***and feelings***. Clarify and paraphrase. You want to let them hear their story and emotions come out of your mouth.
5. Seek verification. Ask, “Is that right?”
6. Allow your partner to correct any errors. Don't be bothered if you made mistakes.