
A guide to identifying the kind of conversation you're having.

While you're meeting someone face-to-face, speaking with them on the phone or via video, or sending them an email, there are three kinds of conversation you could be having. These are the "Basics" and knowing which one you're about to start (or finish) makes it easier to communicate as clearly as possible.

Review the three kinds of conversations below.

Transactional: action oriented

Did you...?
Will you...?
Can we...?
Is it ok if...?
Can you repeat that?

Transactions are the "hidden trust builders." Every day, look to automate/optimize transactions.

Act of conducting business; exchange or interaction between people

Relationship: to people & to content

How are you doing with...?
Do you need any help with...?
What do you know about...?
Can you help me understand...?
Can you explain that in a different way?

Connection and understanding build relationships. Handle transactions to build trust & self-confidence.

The way two or more concepts, objects, or people are connected

Opportunity: anticipating future possibility

Who do you know who...?
Where can you imagine being...?
What need **don't** they know they have?
What should we start thinking about?

12 months from today, the life you lead and challenges you face will depend on the 5-10 people you spend the most time with right now.

A set of circumstances that makes it possible to do something

Book Recommendations

Several books can help you learn better and more productive habits to become an effective communicator and think more effectively.

Building Habits:

Mastery, by George Leonard

Don't Shoot the Dog, by Karen Pryor

Sales Success in the New Economy, Dan Kennedy

Checklist Manifesto, Dr. Atul Gawande

More Effective Communication:

The One Minute Manager, by Ken Blanchard & Spencer Johnson

Influence, the Psychology of Persuasion, by Dr. Robert Cialdini

Never Eat Alone, Keith Ferrazzi

Please Understand Me, David Keirse & Marilyn Bates (ed: Stephen Montgomery, PhD.)

How to Think Better:

Psycho Cybernetics, by Maxwell Maltz

The Inner Game of Tennis, Tim Galloway

The Innovative Mindset, John Sweeney & Elena Imaretska

Change the Way You See Everything, Kathryn Cramer, Ph. D. & Hank Wasiak
