EFFECTIVE CONVERSATIONS

Know your why

Activity #1: Why is it difficult to persuade someone to change?

Listening to "This American Life," and thinking of your own experiences, why is so difficult to change someone's opinion?

Challenges to persuasion:

- Personal anxiety
- Interpersonal differences
- Fractured political context
- The 'ask' typically associated

Simon Sinek's Framework: The Golden Circle

WHAT

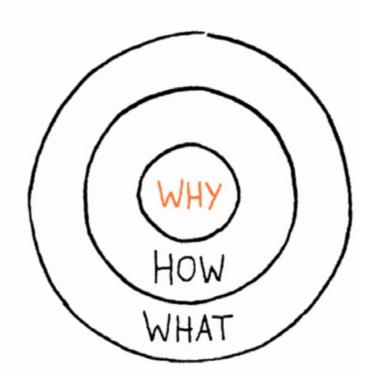
Every organization on the planet knows WHAT they do. These are products they sell or the services

HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. WHY is a purpose, cause or belief. It's the very reason your organization exists.



Activity #2: When you listen to the two cases, what feels different to you?

Critical incidents: "Events in your life that you recall being an important moment for you in clarifying what you believe." —Stephen Brookfield

Activity #3: A framework to knowing your why:

Step 1: Your critical incident

- When was the first time you remember standing up for something you believe in?
- When was the first time you saw something unjust?
- When do you remember feeling pride in something you worked hard for?

Step 2: Root values

• Looking at your critical incident, what are the root values that you believe in?

Step 3: Why is this important to you?

- Practice sharing your critical incident, as well as the root values that underlie it.
- How can you share this in a way that resonates deeply for others?

Activity #4: Synthesis

What changes will you make in conversations if you are trying to identify someone else's why?

What changes will you make in conversations if you are trying to communicate your why?

Resource #1: Values List (original source)

Use this list of values to inform your critical incident—which values resonate with your critical incident?

Abundance Acceptance Accountability Achievement Advancement Adventure Advocacy Ambition Appreciation Attractiveness Autonomy Balance Being the Best Benevolence **Boldness** Brilliance Calmness Caring Challenge Charity Cheerfulness Cleverness Community Commitment Compassion Cooperation Collaboration Consistency Contribution Creativity Credibility Curiosity Daring Decisiveness Dedication Dependability Diversity Empathy Encouragement Enthusiasm Ethics Excellence Expressiveness

Fairness Family Friendships Flexibility Freedom Fun Generosity Grace Growth Flexibility Happiness Health Honesty Humility Humor Inclusiveness Independence Individuality Innovation Inspiration Intelligence Intuition Joy Kindness Knowledge Leadership Learning Love Lovalty Making a Difference Mindfulness Motivation Optimism **Open-Mindedness** Originality Passion Performance Personal Development Proactive Professionalism Quality Recognition **Risk Taking**

Safety Security Service Spirituality Stability Peace Perfection Playfulness Popularity Power Preparedness Proactivity Professionalism Punctuality Recognition Relationships Reliability Resilience Resourcefulness Responsibility Responsiveness Security Self-Control Selflessness Simplicity Stability Success Teamwork Thankfulness Thoughtfulness Traditionalism Trustworthiness Understanding Uniqueness Usefulness Versatility Vision Warmth Wealth Well-Being Wisdom Zeal