

TALK-FRIENDLY

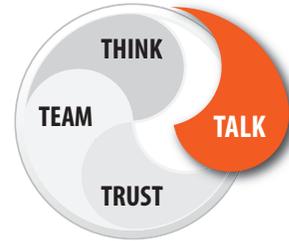
Put Your Best Voice Forward

Being **Talk-friendly** is about the behaviors and skills of collaborative dialogue and appreciative inquiry.

It's about listening to learn and understand rather than to rebut and overpower.

It's about exercising influence rather than authority.

It's about willingness to be influenced rather than assuming that the views of others should always take a back seat to your perspective



People serious about engaging others in change know how important it is to revive the lost art of meaning-full conversation.



The **CHANGE-friendly** PRACTITIONER knows that open and honest dialogue is the antidote to the poisonous “command-and-control” and debate tactics that characterize so many interactions in so many organizations.

For best results, adopt these behaviors:

- **Relinquish Power**
- **Defer Judgment**
- **Listen with Empathy**
- **Inquire to Discover**
- **Advocate with Respect**
- **Pool the Meaning**
- **Tame the Elephants**



NOTES



Jot down some of your key take-aways from the trainer's tutorial on **Talk-friendly** behaviors.

Defer Judgment



Listen with Empathy

Tame the Elephants





WHAT ABOUT YOUR ORGANIZATION?

All of the **Talk-friendly** behaviors are critical to the vitality of organizational culture in general and to the success of change and implementation in particular.

On a scale of **1** to **3**, rank your own organization in terms of how well these **Talk-friendly** behaviors are practiced:

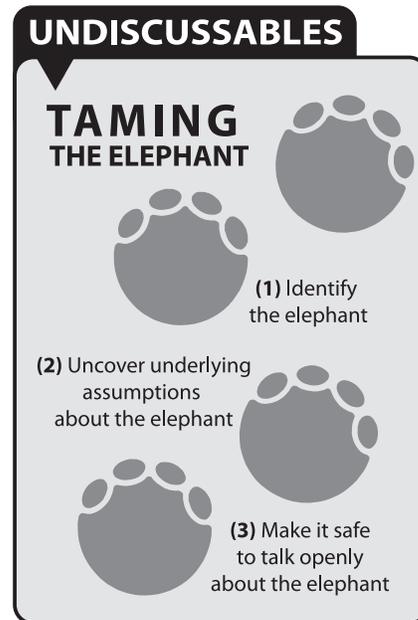
- 3** = we do it well
- 2** = we're about average
- 1** = we need improvement

- _____ **Defer Judgment**
- _____ **Listen with Empathy**
- _____ **Tame the Elephants**



TAME THE ELEPHANT

Talk-friendly practitioners understand the difference between implicit and explicit communication. The elephant—an undiscussable subject—is implicit. It’s latent, tacit, undeclared, unexpressed. People talk around the elephant without acknowledging that it’s in the room and affecting everything that’s going on. But until the elephant’s presence is made explicit—plain, clear, straightforward, obvious—the quality of true dialogue is limited. Naming and taming the elephant is a metaphor for making implicit issues explicit.

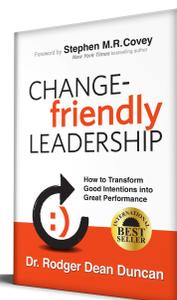


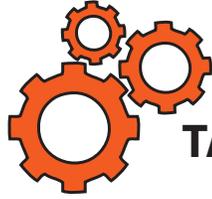
Undiscussables can easily become the fabric of individual relationships and organizational culture. It works something like this:

- People craft messages (expressed in words and/or behaviors) that contain inconsistencies. For example, “integrity” and “accountability” may be professed values, yet team members frequently miss production deadlines and nobody raises an eyebrow.
- Team members act as if the messages are not inconsistent.
- Team members treat the ambiguity and inconsistency as undiscussable.
- Team members make the undiscussability of the undiscussable also undiscussable.



Rodger Dean Duncan
CHANGE-friendly LEADERSHIP
p. 99-101





TAME THE ELEPHANT ACTIVITY

Part A: Using the principles and practices outlined in the *CHANGE-friendly LEADERSHIP* book and by your trainer, answer the following questions related to Elephants in the Room in your organization.

Part B: Compare your responses to those of any of your colleagues who are also taking this course.

1. What topics are hard to discuss in your organization?



2. What makes those topics hard to discuss?

3. What are the consequences (costs) of not discussing those topics?



TALK-
friendly



YOUR OWN REAL DEAL

1. Which of the **Think-friendly** practices can be most helpful to you, personally, in your work with change and implementation? Why?



2. Which of the **Talk-friendly** practices can be most helpful to you, personally, in your work with change and implementation? Why?