

Facet⁵ SuperSkills

of great conversations

Great conversation lie at the heart of trusted leadership and meaningful relationships.
Let's dive in.



Our personality also plays a role

A conversation between two people actually comprises **three** separate but parallel conversations; the one **between us**, the one **in my head** and the one **in your head**. Skilled conversationalists are able to manage all three of these simultaneously.

The question is; ‘what skills do they use?’

The good news is that conversations are based on a number of distinct skills; the 5 SuperSkills – which means we can all become better.

But that is not the whole story. Our ability to use these SuperSkills also depends on our personality.

SuperSkill #1

Presence

Maintaining undivided attention, really **‘being there’** for the other person.

By remaining focused on the conversation and able to ignore distractions.

SuperSkill #2

Hyper-Awareness

Acute self-awareness of your biases, beliefs and emotional triggers.

Meaning you know what is going on for you during a conversation and how to control your emotions.

SuperSkill #3

De-Coding

Drawing out what the other person is really saying by getting to the meaning **behind the words**.

So that the other person really feels understood by you.

SuperSkill #4

Voicing

Speaking out with **courage and conviction** in a way that is constructive and helpful for the conversation.

Even when you have to give a tough message.

SuperSkill #5

Flow Control

Managing conversations: the beginning, middle and the end.

So that it flows well and results in **clear outcomes** that everyone agrees with.

Three things to remember

- How you talk to people, what you say, what you don't say and how you say it matters – it really matters
- Great conversations lie at the heart of great leadership and meaningful relationships
- Small improvements can make a BIG difference

Want to know more?

Book a no-obligation call with me via the link in the comments.



TJESSICA STEGENGA

Leadership is a skill. And leading teams can be learned.

In essence, it is about moving your team towards achieving shared goals while fostering an environment of trust, respect, and collaboration. It requires a combination of interpersonal skills, strategic thinking, and the ability to adapt to changing circumstances.

Remember, today's pressure are enormous. You may not always get it right. You are a human being. Be gentle with yourself.