

Facet⁵ SuperSkills

of great conversations

Let's take a closer look at
SuperSkill #1 Presence



It really matters

All conversations start with a human moment, a moment where we actively make ourselves available for the person. The impact of this on the other person is profound because it says **‘you’re important’**.

This feeling of being important has been shown by scientists to correlate positively with all sorts of health indicators. In other words, it really matters.

But it isn’t easy – we’re bombarded with distractions from technology, from busy diaries and from our own inner voice.

The good news is that we can train our brains to become better at this. Here are some simple but significant ways to help you build your Presence.

Six elements of Presence

- 1 The ability to maintain focus on the conversation at hand with **clarity and purpose**
- 2 The ability and willingness to discuss **different viewpoints with an open mind**
- 3 Showing **interest and enthusiasm** in the conversation without dominating
- 4 Having a **genuine openness** to understanding what is being said without suspecting a personal agenda
- 5 Remaining **focused and present** in the here and now, not getting distracted
- 6 A willingness to **dedicate your time** others and their concerns

Before the conversation

- Find a time and space where you can talk without interruptions. Don't have important conversations in the middle of a noisy office, or when you are in a rush.
- Turn off your phone and put it away, and close your laptop.
- Tune-in to yourself before you start to see if anything is filling your thoughts ... if so, consciously 'park' it and decide to come back to it later. Or, if you can't, agree to have the conversation another time.
- Take a breathe. This can be as simple as **pro-actively put 5 minutes in your diary before you have a conversation.** Just 5 minutes to get present.

During the conversation

- Pay attention to your attention – check that you are still present.
- If your mind wanders, mindfully re-direct your attention. By consciously redirecting your focus, you can actively participate again and make the other person feel valued.
- Paraphrase what the other person is saying to make sure you are correctly hearing what they are telling you.
- Embrace diverse perspectives: open yourself up to different points of view. Be curious and receptive to the thoughts and ideas of others.

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 featured section on my profile.



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.