

DialogFirst

DeltaDialog Practice

Connected People Create Results

- *Accelerate innovation*
- *Turn conflicts into growth opportunities*
- *Create a high-performance culture*
- *Talk honestly about what really matters*

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Why practice DeltaDialog?

We would love to get you quickly to an advanced level of dialogue, where the skills flow naturally. We call this ThinkDialog.

But the first steps are to practice and experience a more formal structure, and it's easiest to do this with someone willing to practice with you.

What you will find is that using DeltaDialog you can have much more rewarding conversations than you might have normally.

How to Practice

1. Choose a partner, and together study the outline for DeltaDialog on the next page.
2. Choose subjects to practice on which there is no conflict between you, for example choose from one of the following:
 - Something which happened to me recently
 - Share your thoughts about your children and their plans
 - Something someone-else did that concerns you and you want to share
 - Some of your hopes and dreams
 - A sport or activity you love – and why?
3. Sit facing each other in a quiet place
4. Take it turns for each person to talk and the other to listen.
5. The person who is listening should place a lot of attention on asking for more? Really encourage the person to continue to speak, mirroring each phrase, and asking “Is there more?”

DeltaDialog basic structure	
Use the preparation tools. Use your own words where you can. Make an appointment to discuss that particular subject	
Intention	<i>“I would like it if I share with you about..... “</i>
Trust	<i>For this exercise you are unlikely to need to discuss trust issues</i>
Story	
Send your story	Listen to other’s story
<p>Send one thought or concept at a time,</p> <p>Limit your send to 2 or 3 sentences which the other can easily mirror</p> <p>Use connecting language</p> <p>Be sensitive to if you are creating connection or distance</p>	<p>Focus full attention on listening.</p> <p>Suspend judgment.</p> <p>Mirror: “Let me see if I got that?”</p> <p><i>“Is there more?”</i></p> <p>Summarize: “So in summary..”</p> <p><i>“Is that a good summary?”</i></p>
Acceptance and Connection	
Validate	<i>“You make sense to me, and what makes sense is..”</i>
Empathize (when it feels right)	<p><i>“Given what I have heard, I imagine you might be feeling....”</i></p> <p><i>“Is that what you are feeling?”</i></p>
Switch roles	