

LEADERSHIP BOOTCAMP



TOOLKIT

09: Interaction Techniques



Key Interaction Techniques

The interaction techniques listed below can help you hold collaborative conversations. But they are just techniques. They are most effective when blended with your own genuine authenticity as a leader.

I Would Do the Following

INFORM	Purpose Statement	<ul style="list-style-type: none"> • State WHAT you want to discuss • State WHY it is important • State HOW you would like to proceed 	
	Impact Statement	<ul style="list-style-type: none"> • State what you have OBSERVED • Describe the IMPACT • Ask for and LISTEN to their response 	
EXPLORE	Listening Skills	<ul style="list-style-type: none"> • Reflect MEANING • Reflect FEELING • Attend to BODY LANGUAGE • VERIFY Understanding 	
	Questioning Skills	<ul style="list-style-type: none"> • OPEN ENDED vs CLOSED • DIRECT vs INDIRECT • GUIDING vs REFLECTING 	
CLOSE	Summary Statements	<ul style="list-style-type: none"> • Lead in ... • You said ... AND ... I said ... • Check ... 	
	Action Planning	<ul style="list-style-type: none"> • ACTIONS • OUTCOMES • TARGET DATES • FOLLOW-UP 	