



THE POWER OF A GOOD CONVERSATION

WORKPLACE OPTIONS



Through the Power of
a Good Conversation,
we help
people.

They feel heard, respected and cared for by us. We leave them with the understanding of how we will be able to help them – not just in this moment but also with related concerns in a holistic way.

Take a moment
to think about the
overall essence of
your interaction.
Do you think the
participant felt
HEARD?
CARED FOR?
HELPED?

GOOD CONVERSATION STANDARDS

Acknowledge the participant's emotions and needs expressed during the call.

Be curious and use open-ended questions to learn about the participant's needs and to collect important data.

Make no assumptions, and approach each interaction with a nonjudgmental attitude – confidently and conversationally.

Effectively guide the conversation, utilizing reflections and summary skills to confirm understanding and to move the call forward in a timely fashion. Am I using

- My experience
- My understanding of resources
- My knowledge
- My active listening skills

Keep the participant's needs and well-being as the priority at all times while conversing:

- Did I let the participant share his or her situation/"story" first?
- Did I engage and guide or help the participant to focus once I understood the need? (I am the professional and should offer what is most appropriate as I understand the situation as shared.)
- Did I interweave required questions or data needed in a way that did not interrupt the flow (not let the technology dictate the flow of the call?)
- Was I empathic, kind and respectful?
- Did I sound confident, knowledgeable, and professional?
- Were my tone, rhythm and pace appropriate to the participant's situation and possibly culture?
- Have I explained the outcome of the conversation in a way that makes sense to the participant rather than simply quoting WPO policy, which the participant may not understand?
- Did the participant confirm understanding of what we agreed on and why?
- Did I leave the participant with a way to re-engage – i.e., if provided in-the-moment support, did he or she understand the full range of help available from the service?