VoicePrint
aware adept agile - TalkWise

How to observe live behaviour - TalkWise worksheet

This is an exercise to help you to observe an individual and how they use their voices. It is intended for accredited VoicePrint practitioners to use with their clients, with the aim of gaining a deeper understanding of what an individual is doing in practice - how they are, or are not, using their know-how and their know-when. Use the sheet to tally the different uses of talk made by the person you are observing, then, discuss your observations with the individual. We recommend using the *How to prepare for an important interaction* worksheet at that stage, to help the individual learn from the observations and identify development steps and actions that will enable them become more talk-wise in practice.

Use this sheet to identify and tally the different of uses of talk made by the person you are observing [_____].

Positioning Voices: ARTICULATE	
Indicative behaviours	*Contra-indicators*
* Clarifies the situation with neutral, objective, matter-of-fact words and tone	* Rambles and is hard to understand.
* Provides explanations that are clear and concise	* Uses more words, or more precise words, than are necessary
* Summarises earlier discussions in a way that the group finds useful	* Others become impatient because s/he Is slow to get to the point

Positioning Voices: ADVOCATE	
Indicative behaviours	*Contra-indicators*
* Makes own position, feelings, opinion or thinking clear	* Does not disclose their own views or feelings.
* Puts forward an argument which persuades others	* Pushes own view or position so strongly that others become either defensive or aggressive
* Speaks up to voice a counter view	* Gets stuck in arguing with others

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Positioning Voices: ADVISE	
Indicative behaviours	*Contra-indicators*
* Offers practical suggestions for others to consider	* Makes no suggestions or recommendations.
* Draws explicitly on past experience or personal know-how to come up with solutions	* Sounds condescending towards others
* Recommends alternative courses of action	* Spells ideas out after others appear to have already grasped them

Controlling Voices: CHALLENGE	
Indicative behaviours	*Contra-indicators*
* Interrupts to point out a problem or shortcoming with the group's process	* Interrupts while the speaker is answering a question
* Raises an objection which the group finds useful	* Interrupts to seize or regain personal control of the discussion
* Calls attention to problems or issues that are at risk of being overlooked or disregarded	* Sounds aggressive or angry when interrupting

Controlling Voices: DIRECT	
Indicative behaviours	*Contra-indicators*
* Tells other what is expected of them	* Tells other that behaviour is unacceptable without explaining why
* Calls attention to rules or requirements that need to be observed	* Without given authority to do so, issues instructions or rebukes to others
* Corrects people when they get something wrong	* Remains silent when a previously agreed rule or deadline is missed or broken

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Controlling Voices: EVALUATE	
Indicative behaviours	*Contra-indicators*
* Weighs up alternatives in a balanced and systematic way	* Delivers a one-sided critique
* Uses explicit criteria to assess proposals objectively	* Gives criticism which is either narrow or personal
* Invites others to take part in the evaluation process	* Dismisses others' feelings as irrelevant in decision-making

Exploring Voices: PROBE	
Indicative behaviours	*Contra-indicators*
* Pursues specific and focused questions	* Does not allow other time to think and respond
* Engages with points of uncertainty or ambiguity to find out more	* Asks personal questions clumsily or insensitively
* Does not accept others' assertions at face value	* Exhibits impatience if others are reluctant to speak out

Exploring Voices: INQUIRE	
Indicative behaviours	*Contra-indicators*
* Encourages others to speak	* Asks either few questions or predominantly leading questions
* Invites others to talk about their needs, concerns or questions	* Asks questions but then interrupts the answer
* Takes the time to listen attentively while others speak	* Does not check that they have understood the speaker

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Exploring Voices: DIAGNOSE	
Indicative behaviours	*Contra-indicators*
* Makes explicit connections: relates what is being said to what has already come out	* Gets fixated on isolated pieces of information
* Identifies implications and consequences	* Gets stuck in the process of exploration
* Comes up with the questions that still need to be answered	* Continues to analyse after the group has committed to a course of action

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