

How to prepare for an important interaction - TalkWise worksheet

This is an exercise to help you to prepare for an important interaction (large or small meeting, presentation, interview, telephone call, video conference or whatever) by giving some prior thought to its purpose and to the voices and style of pattern of interaction that are most likely to make the dialogue productive.

This exercise may be of greatest value if you think about an interaction about which you feel somewhat apprehensive or uncomfortable.

Use some or all of these questions to help you with your preparation.

- What important purpose is this interaction intended to serve?

- How will you make your own contribution most useful to the interaction as a whole?

- How do you want the other party (or parties) to think, feel and behave as a result of what you say and do?

- Which voice(s) are likely to be most facilitative in this case?

- What voice(s) and style(s) might trigger unproductive responses either in yourself or on the part of others?

- What do you need to find out or clarify?

- What are the key things that you need to say and what wording, tone, pacing, volume, emphasis, posture and gesture will you use to convey them?