

How to Have Better Conversations Tame Your Advice Monster and Be Curious Instead



CAMERA & MICROPHONE

Your camera and microphone are not in use in this meeting.



QUESTIONS

You can ask questions using the chat.



LIVE CAPTIONS

Captions/subtitles can be turned on by clicking on the '...' more options > Language and speech > Turn on Live Captions



RECORDING

This session is being recorded.



VOLUME

We are playing music, please adjust your volume to ensure you can hear.



CONNECTION

Please disconnect from VPN. If you have any technical issues please try disconnecting and re-joining, and let us know in the chat if the issue continues or email nss.shscevents@nhs.scot

Good communications: tips and tools for survival



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Timing



Start at 11:00

Finish at 12:00

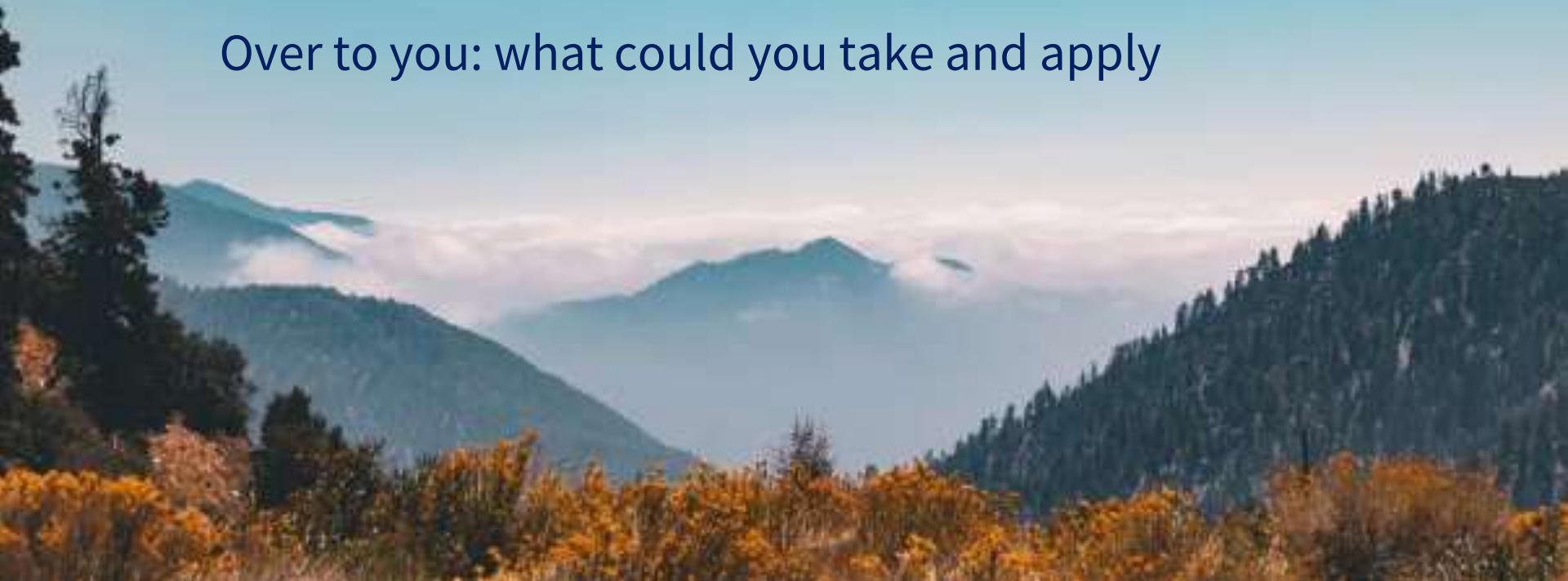
What we'll cover today

Taming your Advice Monster

Other things that make conversations hard

Simon Sinek: “listening is a trust building exercise”

Over to you: what could you take and apply



Advice Monster

Advice Monster p.1

If I were
you I'd...

Have you
tried...?



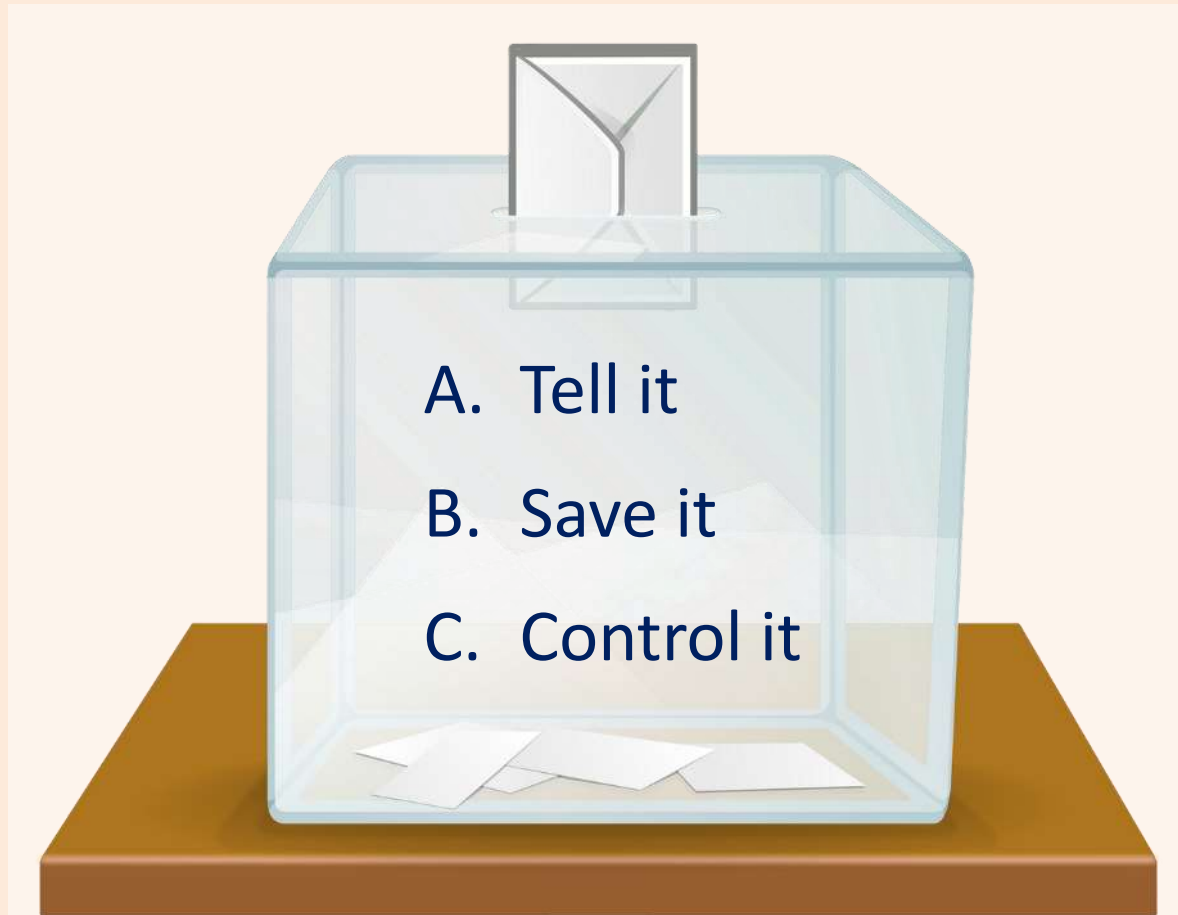
Advice Monster p.2



Video link:
https://www.ted.com/talks/michael_bungay_stanier_how_to_tame_your_advice_monster?language=en

Which monster are you? What are the three questions?

Which monster are you?



**What are
the three
questions?**



What's the real
challenge for you?

And what else?

What do you want?





Advice haiku

“Tell less and ask more.

Your advice is not as good

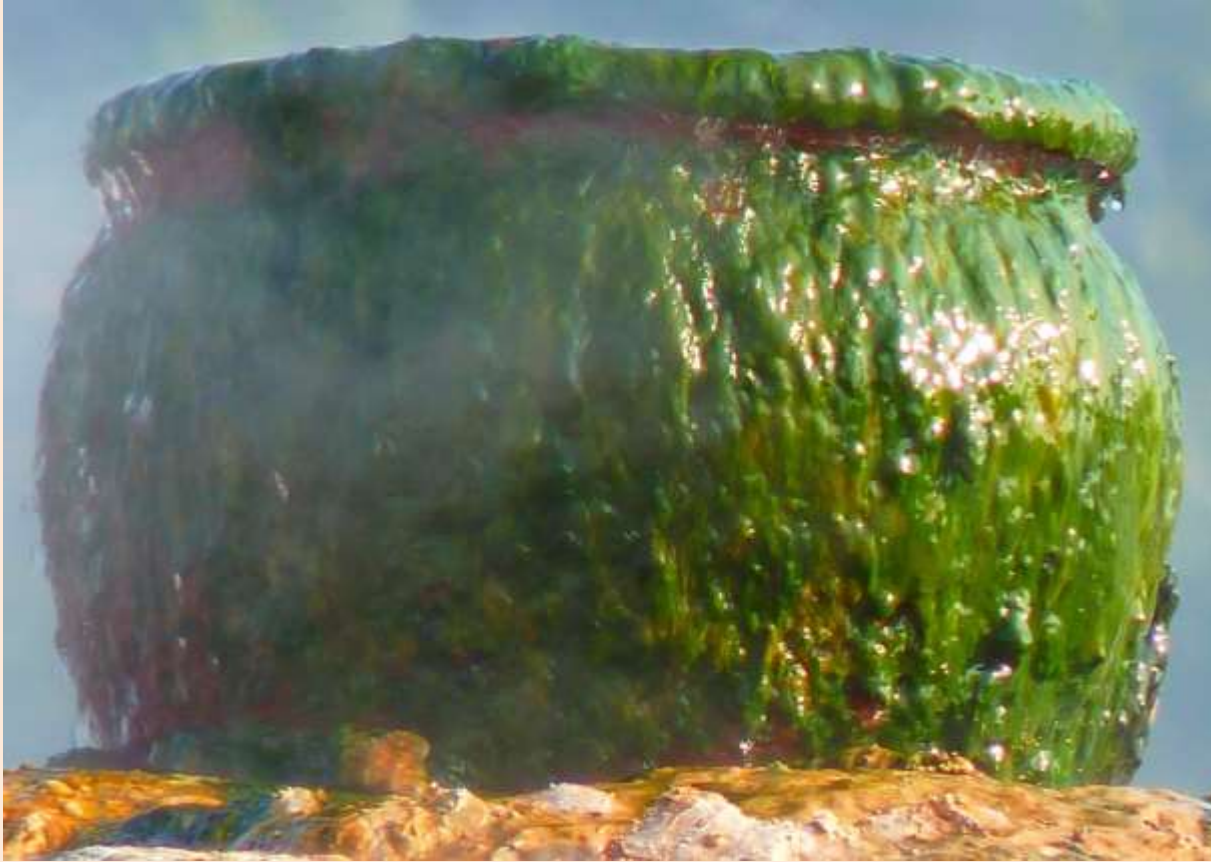
as you think it is”

Michael Stanier

A photograph of a stage with red curtains. The curtains are closed and hang in vertical folds. The lighting is dim, with a slight glow from the stage lights. The text is centered over the curtains.

Things that make conversations hard

EEK! The Cauldron of Caustic Conversations



Just add lashings of...

- Fear
- Paranoia
- Self-doubt
- Old history
- Old scripts

Mm, delicious!

Guaranteed to fail!

(Did you know? Fight, flight or freeze responses shut down higher brain functions)

Positions vs needs: the orange



My dish is more important than yours

I deserve that orange

You never let me have the orange

I hate you

My dish is more important than yours

I deserve that orange

You never let me have the orange

I hate you

I need the zest

I need the juice

Workload

:

positions vs needs

You're giving me more work

You don't appreciate my situation

You don't care about my wellbeing

I have deadlines to think about

You don't understand my situation

You don't care about what the business wants

I need to understand where this work fits

I need to understand how soon you need it

I need you to hear me

I'm feeling pressure to get the job done

I need you to understand this is not my fault

I need you to hear me

Simon Sinek: listening is a trust building exercise



What do you think of what he says?

<https://www.youtube.com/watch?v=4oK6-agsPaY>

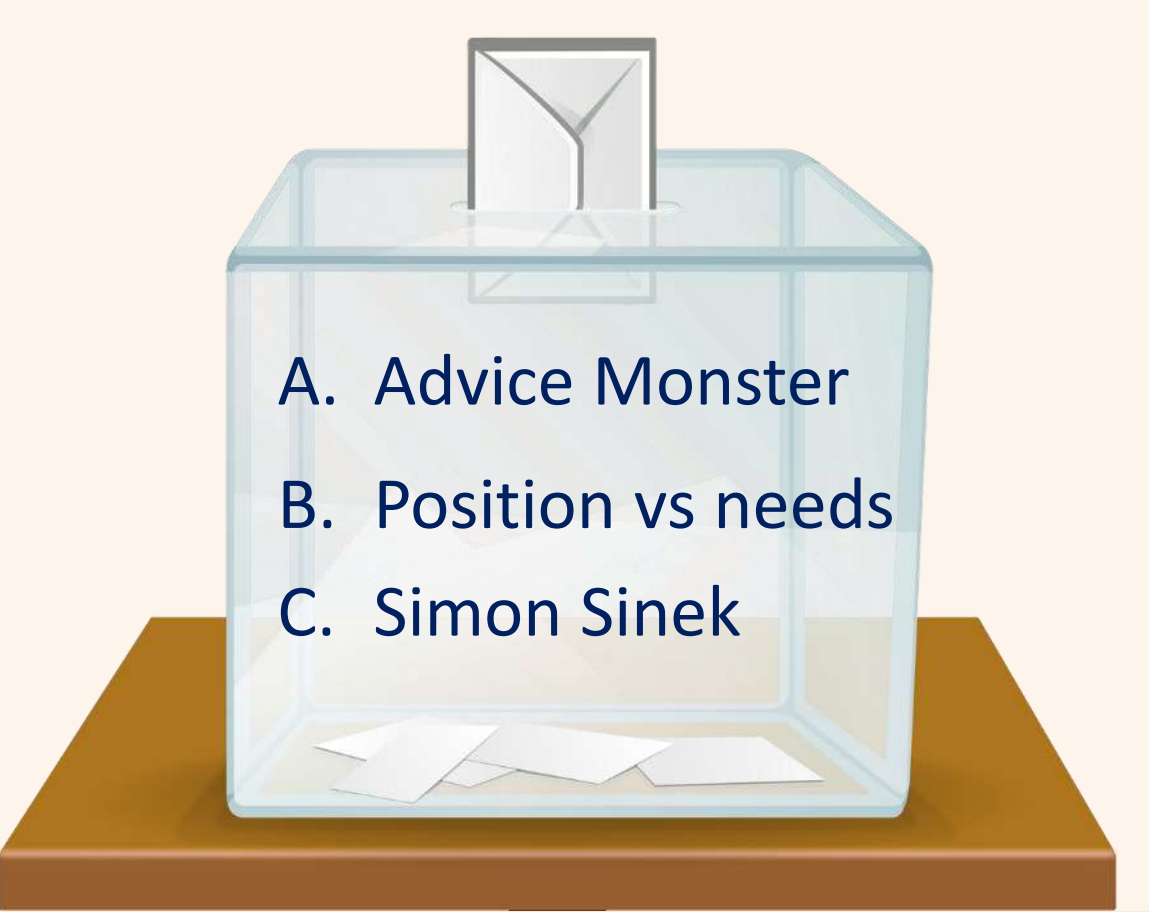
Copyright: official Simon Sinek channel so fine to watch, but please do so in situ on YouTube

A photograph of a stage with red curtains. The curtains are closed and hang in vertical folds. The lighting is dim, with a slight glow from the stage lights. The text "Now it's over to you..." is centered on the curtains in a large, white, sans-serif font.

**Now it's over
to you...**



Which would you like to try?

- 
- A. Advice Monster
 - B. Position vs needs
 - C. Simon Sinek

Tell us more

Why that one?

Where would you start?

What would help?

What might get in the way?

