

OSU Fall Conference

“What I Meant to Say...” Worksheet

What does this mean?

“I know that you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant!”


What are the biggest communication barriers at OSU?

How are you actively improving your communication skills and those of your team?

Are you truly listening to the members of your team? (What would they say?)

Lessons from Tom’s Story:

Crucial Conversations:

Topic	Important Points (Notes)
What is a “crucial conversation?”	
Start with _____	
Learn to _____	
Make it _____	
Master My _____	
_____ My Path	
Explore _____ Paths	
Move to _____	
The Dialogue Model Draw it here 	

Applying the Concepts:

In small groups, discuss these questions:

Is it worth the effort to improve communications? Who can do this?

What part of the model did you find most intriguing? Why?

What resonates as something you can apply at work soon?

What was your "A-ha" moment?

The Art of Woo

What are the four steps of Woo?

1.
2.
3.
4.

Woo starts with who?

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Connect Your Ideas to _____

Build Relationships and _____

Give Them an Incentive to Say _____

State Your _____

Make it _____

_____ the Sale

Woo with _____

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What points covered in the two books seem to be similar?

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Where do they differ?

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Three Take-Aways:

1.
2.
3.