Goskills

Having More Memorable Conversations

GoSkills online course syllabus

Skill level
Beginner

Lessons
23

Pre-requisites
No prior experience needed

Video duration
1h 3m

Estimated study time
1h 3m

Instructor
Betsy Butterick

Introduction

1 Your daily opportunity

Every conversation is an opportunity to create a connection, and the quality of your relationships depends largely on the quality of your conversations.

Listening To Understand

2 Conversational turns

Understanding conversational structure gives you the opportunity to be more intentional in your interactions.

3 Have the last word

It's natural to think of your response while someone is still speaking, and yet doing so detracts from the ability to listen.

4 Great listeners ask this question

Good listeners demonstrate active listening.

Reducing Weak Language

5 What's yours?

The um's, the uhh's, the like's and the so's...

6 Just building awareness

Awareness is a prerequisite for change; you can't change what you're not aware of.

7 Rules to live by

Good manners are important when seeking to make a positive first impression.

Creating Space for Dialogue

8 The story of "mu"

The quality of your questions greatly determines the quality of your conversations.

9 Questions for consideration

If information is power, then it benefits you to ask questions that provide multiple data points.

Emotional Intelligence in Conversation

10 What's the big feel?

Humans are constantly sending and receiving emotional messages, and your ability to accurately interpret those messages correlates to your overall understanding.

11 Double-click on dopamine

You can use the science of neurochemistry to intentionally give people a positive experience of conversing with you.

12 Emotional granularity

Are you mad, or are you frustrated?

The Three W's

13 The three W's

Knowing your audience is rightfully important, but how can you gather those insights in real-time?

The Power of Names

14 Say their name

When people feel that you are truly present in a conversation, they leave that interaction with a more favorable impression of you.

15 Feeling awkward?

Okay Betsy, I gave it a try, and it still feels pretty awkward.

One Small Shift

16 But vs. and

The difference between good communicators and great communicators is their understanding of how small shifts in language make a BIG difference.

Rephrase In The Positive

17 Processing the negative

Your brain doesn't process negatives in the same way that you understand them when you say them.

18 Why it matters

When you tell people what you want, instead of what you don't want, you're far more likely to get the results you're looking for.

Framing Your Ask

19 Building your frame

When you take the time to listen, you'll quickly be able to recognize what's important to your audience.

20 Your ask in action

A framework is great in theory, but what does it look like in action?

Expressing Gratitude

21 Neuroscience for the win

It's been said that fear cannot exist where gratitude is present.

22 Gratitude practices

Much like meditation, gratitude is something you like know is good for you, but it can feel like one more "to do" on your list.

Conclusion

23 Leaving a lasting impression

Thanks for watching this course!

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