

Improving Your Conversations

GoSkills online course syllabus

Skill level

Beginner

Lessons

16

Accredited by

Verified by GoSkills

Pre-requisites

No prior experience needed

Video duration

42m

Estimated study time

47m 22s

Instructor

Michael Shermer, PhD

Introduction

1 Great conversations change the world

How to Improve Your Conversational Skills

2 Listening for comprehension

Good conversations start with good listeners.

3 Signaling you are listening

Listening actively lets others know you are connecting with what they're saying.

4 Curiosity as a driving force

The foundation to all conversation is some level of curiosity of what others can tell you.

5 Level up to informed curiosity

Bing curious is just the first step.

6 Preparing for a conversation

Informed curiosity is your springboard for a larger conversation.

7 Getting comfortable with silence

How, when and where to pause, to listen, to stop talking, to let silence itself be a form of communication and conversation.

8 Nonverbal communication
How you present yourself in a conversation is often just as important as what you say.

9 In person vs. remote conversations
The growing popularity of social media and online meetings has shifted conversations from in-person to distance talking.

10 When to be assertive vs. passive
People have different styles of conversing, some more assertive and some more passive.

11 Become a mind reader
One of the drivers of moral progress over the centuries has been our improved ability to put ourselves in someone else's shoes.

12 Overcoming differing opinions
Role playing can help you see another's opinions more easily.

13 The art of mirroring
Mirroring is a useful strategy to connect with and understand others.

14 Understanding intentions
Often times you have to read between the lines to get to the true meaning.

15 Steel-man vs. straw-man arguments
When you straw-man the other person's beliefs and opinions, you mischaracterize them in a way that is easy to refute or dominate.

Conclusion

16 Take conversations to the next level

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