



Module IV. SOFT

Interpersonal
Skills
Course

Topic 5. Conversation

Lesson 3
**Moving the conversation
along**



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IN THIS LESSON, WE WILL LEARN...



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1. Maintain the conversation on track
2. Apply techniques that support the conversation flow
3. Get out of stuck situations



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1. PREVENT CONVERSATIONAL STRUGGLE SITUATIONS FROM HAPPENING



TAKE CARE ABOUT THE CONVERSATION FRAMEWORK

To make sure that people are concerned by the topic, and that you instore a participative process to each one can express his feelings



MANAGE A CONVERSATION BY THE CLOCK

In your agenda, you might have allocated specific time for each topic, according to your estimation



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2. MOVE FORWARD A CONVERSATION THAT GET STUCK



SUMMARISE POSITIONS

A good technique to apply when the conversation struggle is to take some time to summarise the situation and position



ASKING FOR INNER REASONS AND EXERCISE OF EMPATHY

Once you have clarified the positions, the next steps, if those stands on a strong disagreement, would be to understand the inner reason that are behind the different positions



MAKE A BREAK

Is good for creativity

Can help for maturing a topic, spin around it, and come back later with new, fresh ideas that will help you finding a suitable answer.



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CONCLUSION



Moving the conversation forward isn't always an easy task. But there are some tips that can help you to make sure that you will achieve the goals set for the conversation when it starts to struggle.



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