

The people in every conversation



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YOU

YOU PERCEIVE THE CONVERSATION FROM THE INSIDE WITH YOUR THOUGHTS AND FEELINGS TURNED UP LOUD. SO LOUD THAT SOMETIMES IT'S DIFFICULT TO TELL WHICH THOUGHTS AND FEELINGS CAME FROM THE INSIDE AND WHICH ONES CAME FROM OUTSIDE.

THE OTHER PERSON

THE OTHER PERSON LIKEWISE SEES THE CONVERSATION FROM THE INSIDE AND HAS ONLY EXTERNAL INDICATORS (FACIAL EXPRESSIONS AND BODY LANGUAGE) TO GO ON.

YOUR MENTAL MODEL OF THEM

YOU CANNOT KNOW WHAT THE OTHER PERSON IS EXPERIENCING. YOU CAN GUESS BASED ON WHAT THEY SAY, WHAT THEY DO (FACIAL EXPRESSIONS AND BODY LANGUAGE) AND YOUR PREVIOUS INTERACTIONS WITH THEM. SOMETIMES YOUR GUESS IS CLOSE ENOUGH...SOMETIMES NOT.

THEIR MENTAL MODEL OF YOU

THEIR MENTAL MODEL OF YOU, WHICH MIGHT BE CLOSE ENOUGH, BUT WHO KNOWS? YOU NEED TO PUT TIME AND EFFORT INTO ENSURING THAT THEIR MENTAL MODEL OF YOU IS CORRECT. YOU MIGHT DO THIS IN THE CONVERSATION, OR YOU MIGHT DO THIS OVER TIME BY CONSISTENT BEHAVIOUR.

HOW YOU THINK YOU'RE GOING

YOU OBSERVE YOUR OWN PERFORMANCE AND MAY BE DISSATISFIED IF YOU FEEL YOU HAVE NOT PERFORMED WELL.

HOW THEY THINK THEY'RE GOING

GIVE THEM TIME AND THE OPPORTUNITY TO PERFORM WELL AND GET THEIR POINT ACROSS.

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