

The Power of Authentic Connection

EXERCISE #1: Option 1

SITUATION: You are jumping on a business call with a team member or client/customer. Before you dive into the business portion of the meeting you want to take the opportunity to create positive energy immediately, so you decide to ask them about something that has been exciting to them.

Why this matters: helps you quickly have a lens into something that matters to them which will build rapport and establish common ground.

INSTRUCTIONS:

Select PERSON #1 to be the INITIATOR. They will represent themselves as the business leader and start the conversation.

Select PERSON #2 to be the RECEIVER. They will act as a team member or a potential customer and respond to the question the Person #1 asks.

Person #1 will kick off the call and initiate a conversation by asking: **“What is something exciting happening this week for you?”**

Then follow the natural flow of dialog.

Created by Lisa Kalfus, Certified Human Connection Facilitator & Conversation Coach

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EXERCISE #1: Option 2

SITUATION: You are jumping on a business call with a team member or client/customer. Before you dive into the business portion of the meeting you want to take the opportunity to create positive energy immediately, so you decide to do an “energy check-in” by simply asking about where someone’s energy is.

Why this matters: it helps you to understand what they are feeling and so you know they are in a good mental or physical space to engage. Through the conversation you can also help uplift their energy (as needed) which will make the meeting more productive.

INSTRUCTIONS:

Select PERSON #1 to be the INITIATOR. They will represent themselves as the business leader and start the conversation.

Select PERSON #2 to be the RECEIVER. They will act as a team member or a potential customer and respond to the question the Person #1 asks.

Person #1 will kick off the call and initiate a conversation by asking: **“What’s your energy like today? How are you feeling?”**

Then follow the natural flow of dialog. For example: Someone might respond with “I’m xxx”...stay with it and ask “what’s feeling [repeat their response]?”

Tip: Listen to their response on what is driving their energy. Follow up by being curious about the things you think may uplift their energy.

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EXERCISE #1: Option 3

SITUATION: You are jumping on a business call with a team member or client/customer. Before you dive into the business portion of the meeting you want to take the opportunity to create positive energy immediately, so you decide to share a personal story about something exciting you.

Why this matters: give the person a sense of who you are on a human level (personally or professionally). Can establish common ground and also gives people permission to do the same and build off of your story and share one of theirs.

INSTRUCTIONS:

Select PERSON #1 to be the INITIATOR. They will represent themselves as the business leader and start the conversation.

Select PERSON #2 to be the RECEIVER. They will act as a team member or a potential customer and respond to the question the Person #1 asks.

Person #1 to kick off the call and initiate a conversation by sharing **a personal story or picture of something that just happened to you you are excited about or enjoyed.**

For example: a recent picture of your kids, a house project, nature walk you enjoyed that morning, a win, book reading, etc..

Then follow the natural flow of dialog.

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