

LEADERSHIP BITES TAKEAWAY



SERIES 2

THE 4 TYPES OF CONVERSATION - SESSION 1

Whet your appetite:

In this session, we will explore why understanding the type of conversation we are having can significantly enhance our communication and help improve the outcomes we are looking for.

Sometimes we find an interaction has not gone the way we expected and realise that the other person, or people, were having a different type of conversation to what we expected, with a different intent.

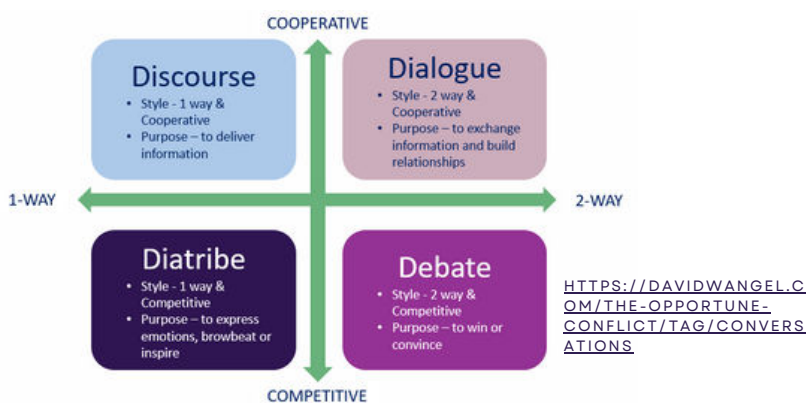
This session is on "Knowing What Conversation to Have," where we explore the Four Types of Conversation model to help us have conversations more effectively.

The session provides practical steps to identify and adapt to conversations, looking at how to manage them for you and your team.

By the end of this session, you will be able to: -

- Describe The 4 Types of Conversation
- Explain how this is relevant to your role
- Identify one step you will take to improve your communication as a leader

The Leadership Model:



It is helpful to know what **type** of conversation you are in and you can work this out by thinking of two axes: **Direction of communication** (a one-way or two-way street) and **Tone or purpose of the communication**. (competitive or cooperative). In one way conversations, you are talking at someone, rather than with them and in a two-way conversations, participants are both listening and talking. In a competitive conversation, people are more concerned about their own perspective, and in a cooperative conversation you are interested in the perspective or thoughts of everyone involved.

Based on these two axes, this model offers four types of conversations: debate, dialogue, discourse, and diatribe.

"The essence of communication is intention."

Werner Erhard,
American author and lecturer

Watch the recording:



For reflection:

Using the model as your basis:

- Which type of conversation do you find yourself in most often—and why?
- What recent conversation didn't go well—what type was it, what did you think it was, and what might have helped shift it?
- What can you do to create more space for dialogue in your team or collaborative spaces?

What next:

Next time you're in a tricky conversation—pause and ask yourself:

- Is this one-way or two-way?
- Is it competitive or cooperative?
- What type of conversation is this?
- What's the purpose here—and is it being served?
- What can I do to redirect it or do I opt out?

Explore More:

Watch: [Difficult Conversations: Question 6 - Clarify Your Intention Markus Amanto](#)

Read: [The Four Types of Conversations: Debate, Dialogue, Discourse, and Diatribe](#)

View: [Slides from the session](#) as a pdf.