



PAULTalks

Leadership in a crisis

Happy staff



The Living Leader

Communicating Behaviours



Behaviour	Description
GIVING INFORMATION	Providing facts, opinions or clarification to another individual or group.
PROPOSING	Expressing a new idea, thought or suggestion, that also has an action attached to it.
DISAGREEING	Consciously expressing a direct difference of opinion, about the subject matter. It includes reasons for the difference and stays on the topic of discussion.
SEEKING INFORMATION	Asking questions to obtain facts, ideas, opinions or clarification from another individual or the group.
SUPPORTING	Following a proposal, a conscious declaration of support for, or agreement with, the proposer and/ or their ideas.
TESTING UNDERSTANDING	Questioning to check that we have understood what someone else has expressed, often by putting what they have said into our own words. E.g. I think what you are saying is that...."
SUMMARISING	Reviewing or restarting in a shortened form, what others have been discussing or suggesting.
BUILDING	Comes after expressing support (as above) and extends or develops the idea already stated by the other person, with additional actions.
BRINGING IN	Asking another person, usually by name, for their thoughts, ideas or general input to involve them in the discussion. It provides an opportunity for them to contribute, when they may otherwise be ignored.
SHUTTING OUT	A behaviour which in any way stops another person from being able to contribute, or prevents them from continuing with their input, to a discussion. E.g. interrupting, overtaking, queuing or finishing someone's sentence for them.
DEFEND / ATTACK	A strong disagreement that becomes personal and offensive. Defend/ Attack behaviours usually involve vague judgements, and often contain emotional overtones.