

What Is Appreciative Communication

Appreciative Communication is a type of communication that creates connection in relationships, that they may feel supportive and energizing instead of unsupportive and depleting.

2 STEPS

1. "THE MAP"

a) Approaching someone knowing that they have a completely different Map than you do, believing that their Map is valid, and becoming curious about their Map - about how they see the world and why they see it that way.

2. SPECIFYING QUESTIONS

a) What?

EXAMPLE:

Person A: "It is uncomfortable."

Person B: "What specifically is uncomfortable?" b) When?

EXAMPLE:

Person A: "I always feel underappreciated."

Person B: "When specifically, do you experience that feeling?" c) How?

EXAMPLE:

Person A: "He rejected me."

Person B: "How specifically did he reject you?" d) Who?

EXAMPLE:

Person A: "I'm bad at _____." Person B: "You're bad at what?"

BONUS STEPS

- Empathize

. According to whom?"

Helps another person feel heard and understood

EXAMPLES:

"That makes sense"

"Anyone would feel that way"

"I'm so sorry that happened to you"

Example of a conversation NOT using Appreciative Communication....

PARTNER: My colleague at work never respects me.

YOU: That's not true. You're just really sensitive.

PARTNER: I'm not sensitive!! I just deserve some respect from my colleague!! YOU: Whatever.

Here's the same example using Appreciative Communication...

PARTNER: My colleague at work never respects me. YOU: In what way does he not respect you?

PARTNER: He never listens to me.

YOU: He never listens to you. That's hard. When specifically, does he not listen?

PARTNER: In our executive meetings. He totally cuts me off when I'm presenting my ideas and it drives me crazy.

YOU: He cuts you off in meetings. That would drive anyone crazy! PARTNER: Right???