



Connecting Conversation

- Decide who will be the speaker and the listener first
- The listener is to listen without interrupting. If the speaker runs out of things to say you can simply prompt using the questions or say, “what else helped build that relationship”, “tell me more about what was happening”
- After the person has finished, the listener to share what they noticed were factors that supported the relationship

For the speaker...

1. Bring to mind a time when you have been able to build a positive connection or relationship with someone else that feels equal!
2. What was happening that made that type of relationship possible?
 - a) What were you doing?
 - b) What was the other person doing?
 - c) What made it feel more equal?
3. What impact or effect did that relationship have for you and for the other person?



Freewriting Exercise

Individual Activity: Free writing can be a useful way to prompt your thinking about on a particular question. In this next activity, we are going to use free writing in response to prompts, to help us to prepare for a conversation.

Instructions:

Let yourself write or speak freely with whatever comes to mind in response to the question. Keep your pen moving/keep typing/keep speaking. The purpose is not to get a write a perfectly formed response, but to prompt your thinking and to help you prepare for the conversation.

1. Why do you want/need to connect with this person/group/organisation?
2. What do you want to share with this person/group/organisation about the project?
3. Put yourselves in their shoes and think about what you know about them already - why might they be interested in being involved or supporting this project?
4. What are you curious to learn more about in this conversation?
5. What might pull them closer, what might push them away? What will help them hear what you have to say?



Building Trust

Increases Trustworthiness	Decreases Trustworthiness
<p>Credibility This relates to our knowledge base and how we communicate it to others. Are our words supported by knowledge and experience?</p>	<p>Self-interest This relates to how much our focus and interest is on ourselves or on others. For example, to what extent are we prioritising our own goals and needs, over those of others.</p>
<p>Reliability This relates to our actions. Do we do what we say we will do and in the timescale we agreed? Can we be depended on?</p>	
<p>Intimacy This relates to how secure we feel trusting others with personal information. The more we feel we know about who someone really is, the more trustworthy we find them.</p>	

Green's Trust Equation

We can think of this as an equation:

$$\text{Trustworthiness} = \frac{\text{Credibility, Reliability, Intimacy}}{\text{Self-Interest}}$$

Green's Trust Equation provides us with a useful checklist to evaluate how we communicate, as we reach out to organisations, groups or individuals. For example:

Increases Trustworthiness	Decreases Trustworthiness
<p>Credibility</p> <ul style="list-style-type: none"> • Reflect on the skills and experience that you bring to the project • Don't oversell or undersell skills/experience. • Be honest about areas where you don't have experience or where you want to grow and develop 	<p>Self-interest</p> <ul style="list-style-type: none"> • Remember to keep in mind the broader purpose and why of your project and the hoped for impact. • Be aware of when you might be acting in a way that seems to prioritise your own interests over others.
<p>Reliability</p> <ul style="list-style-type: none"> • Be realistic about the commitment you can give and the time you have available. • Respond promptly to communications 	



<ul style="list-style-type: none">• Try to have a consistent tone in your communication – whether you are communicating by text, email or on social channels. Strike the right balance between being friendly but also clear and professional.• Be reliable – deliver on the activities or tasks that you have committed to. If things change – keep communicating.	
<p>Intimacy</p> <ul style="list-style-type: none">• Think about what personal information it is useful and appropriate to share.• It might be helpful to share if you have a personal connection to the cause or issue for example. You only have to share as much as you feel comfortable doing.• Reflect on what you feel comfortable sharing and what it might be helpful for others to know about you.	

Consider the different aspects of building trust and use these to help you prepare for building relationships.



Imagining yourself at your best in building relationships

Take a moment to imagine yourself “at your best” when you are connecting with and building relationships with people as part of your project. You can imagine yourself feeling comfortable and confident, or where you are coping well. Now think about what you would be noticing about yourself in that situation and what would others be noticing about you? Write down some of your personal qualities that come to mind. You can also look at the list below to prompt your thinking:

Cooperative	Responsible
Disciplined	Open Minded
Patient	Good storyteller
Respectful	Warm
Organised	Friendly
Determined	Open
Honest	Likeable
Clear	Persuasive
Balanced	Attention to detail
Punctual	Focused
Innovative	Thoughtful
Creative	Intelligent
Motivated	Responsible
Enthusiastic	Genuine
Energetic	Kind
Professional	Flexible
Organised	Curious
Practical	Empathic
Reliable	Committed

Tip: if it is difficult to think about your strengths or qualities, it might help to bring a friend or trusted person to mind and to imagine how they would describe you.



Identifying Push and Pull Factors

Individual/Organisation/Group	Pull Factors – what might attract and motivate them to connect with you and get involved in your project?	Push Factors – what might push them away or what might be barriers to working together?