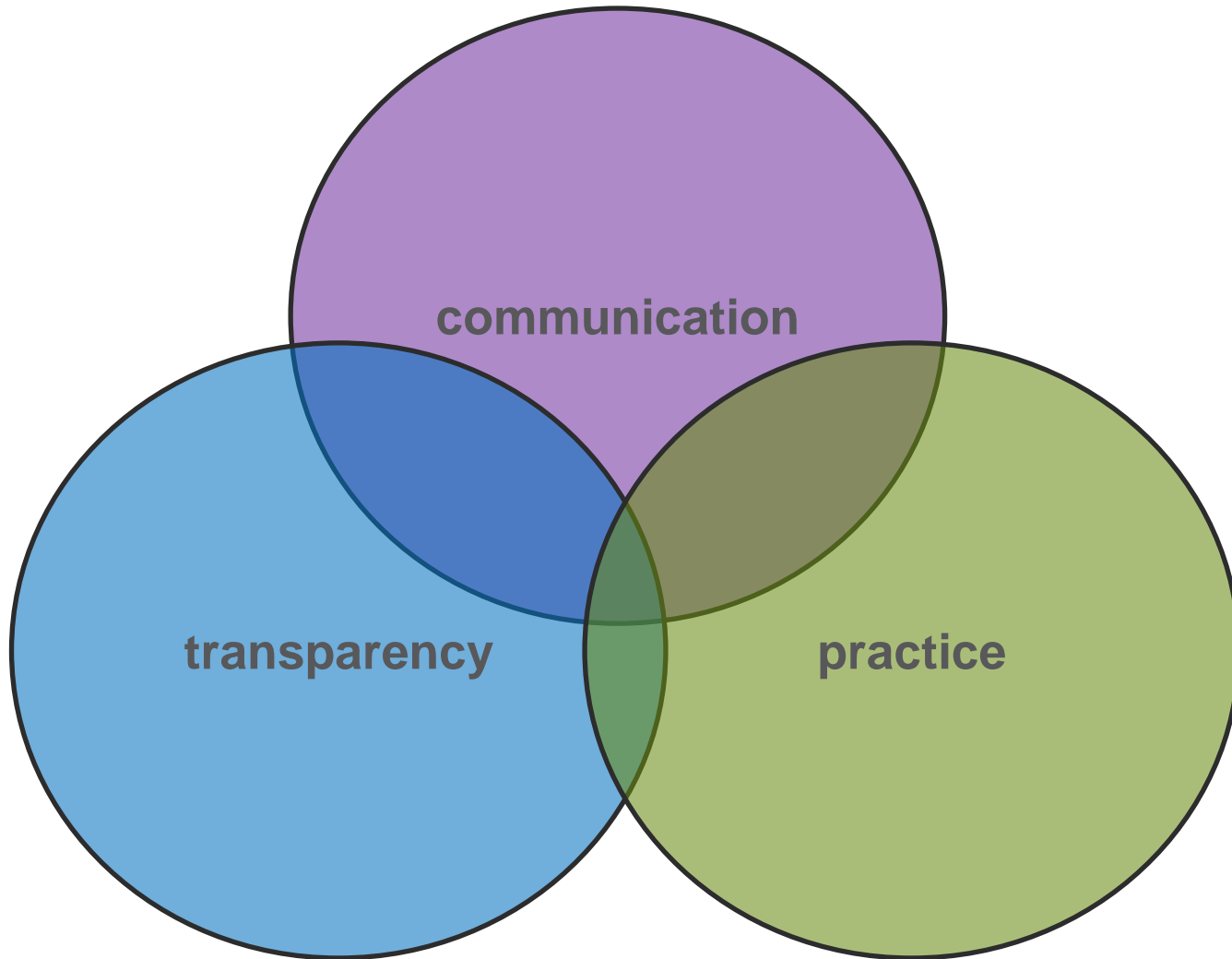


communication  
transparency  
practice

Gianfranco Alongi – Dyalog 15' September

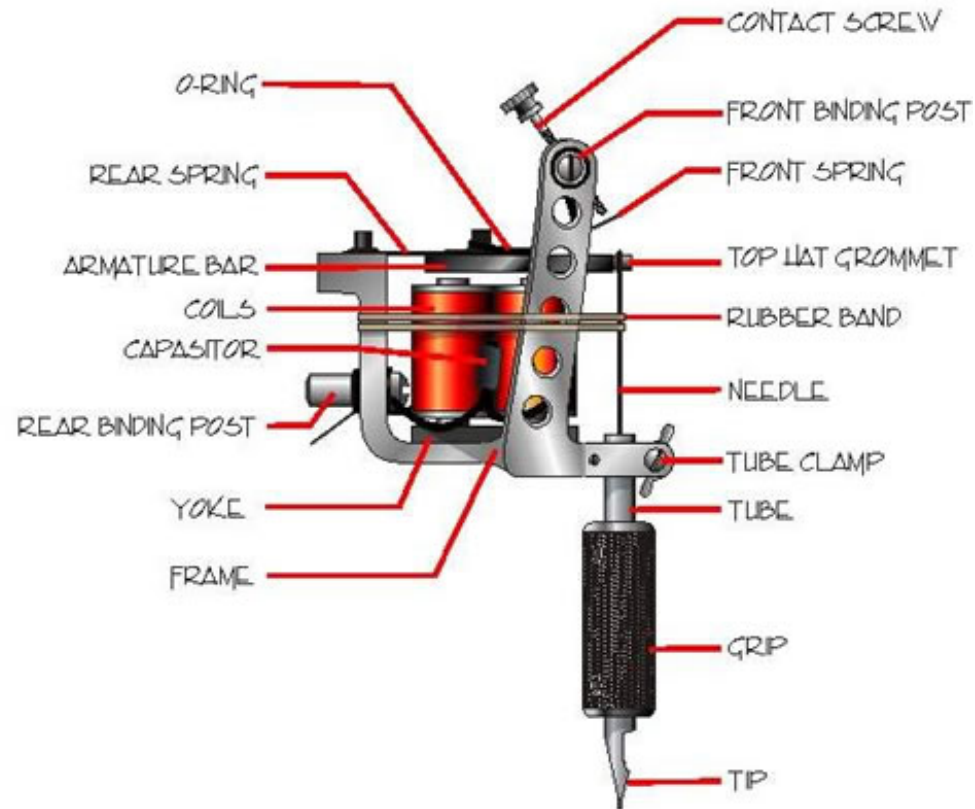




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# often overlooked



# r e a l i t y i s p e r c e i v e d



# cognitive bias



# three types



- › *Decision-making, belief, and behavioral biases*
  - *Curse Of Knowledge*
- › *Social biases*
  - *Group attribution error*
- › *Memory errors and biases*
  - *Peak-end Rule*

# NON-VIOLENT COMMUNICATION





# NON-VIOLENT COMMUNICATION



- › 1. Observe what is happening and describe the situation without judgement  
**I see ... / I hear ... / the situation is ...**
  
- › 2. Identify/express your feelings  
**Then I feel ...**
  
- › 3. Find the need behind your feeling  
**My need is .../ because I would like ... / I desire ... / I need ...**
  
- › 4. Formulate a clear, positive, doable request  
**Please will you ... / Are you willing to do this ...?**



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**transparency**  
practice

# t r a n s p a r e n c y ?



# t r a n s p a r e n c y



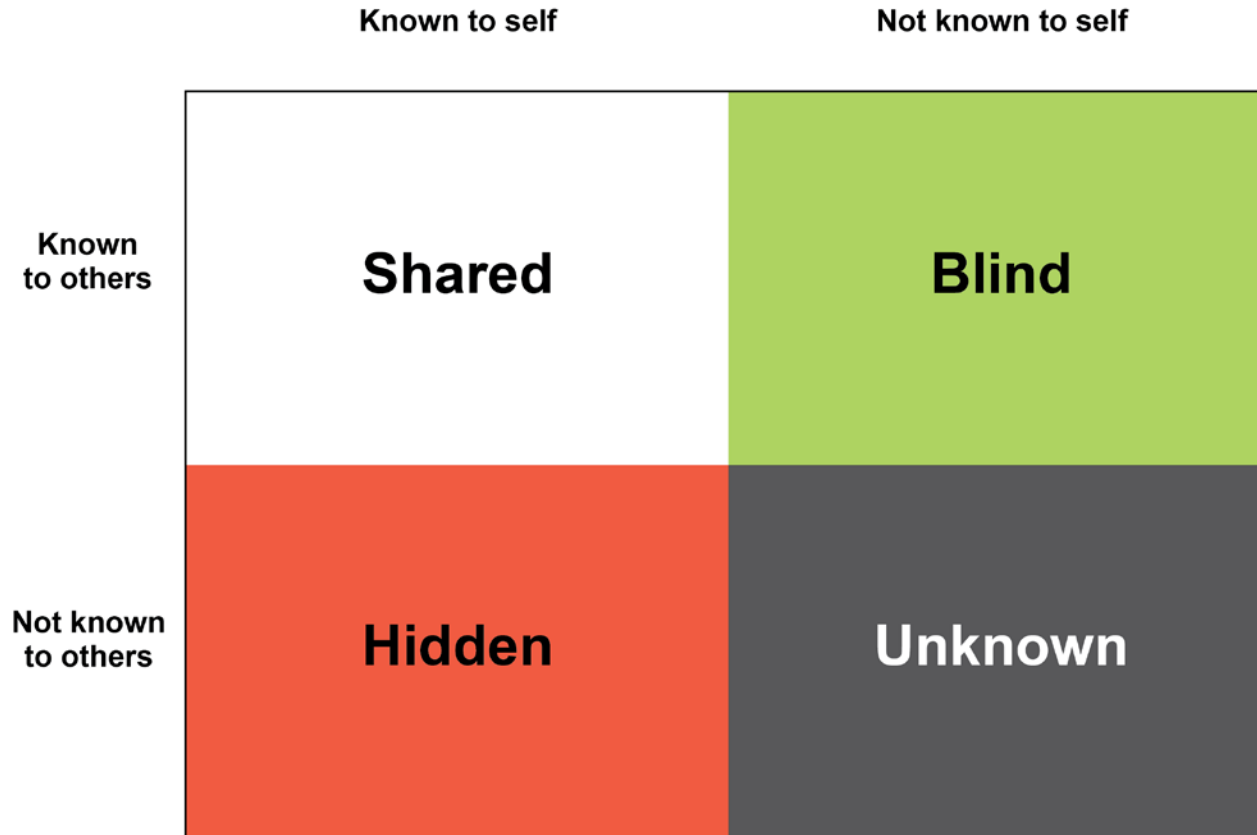
# t r a n s p a r e n c y



# t r a n s p a r e n c y



# j o h a r i w i n d o w





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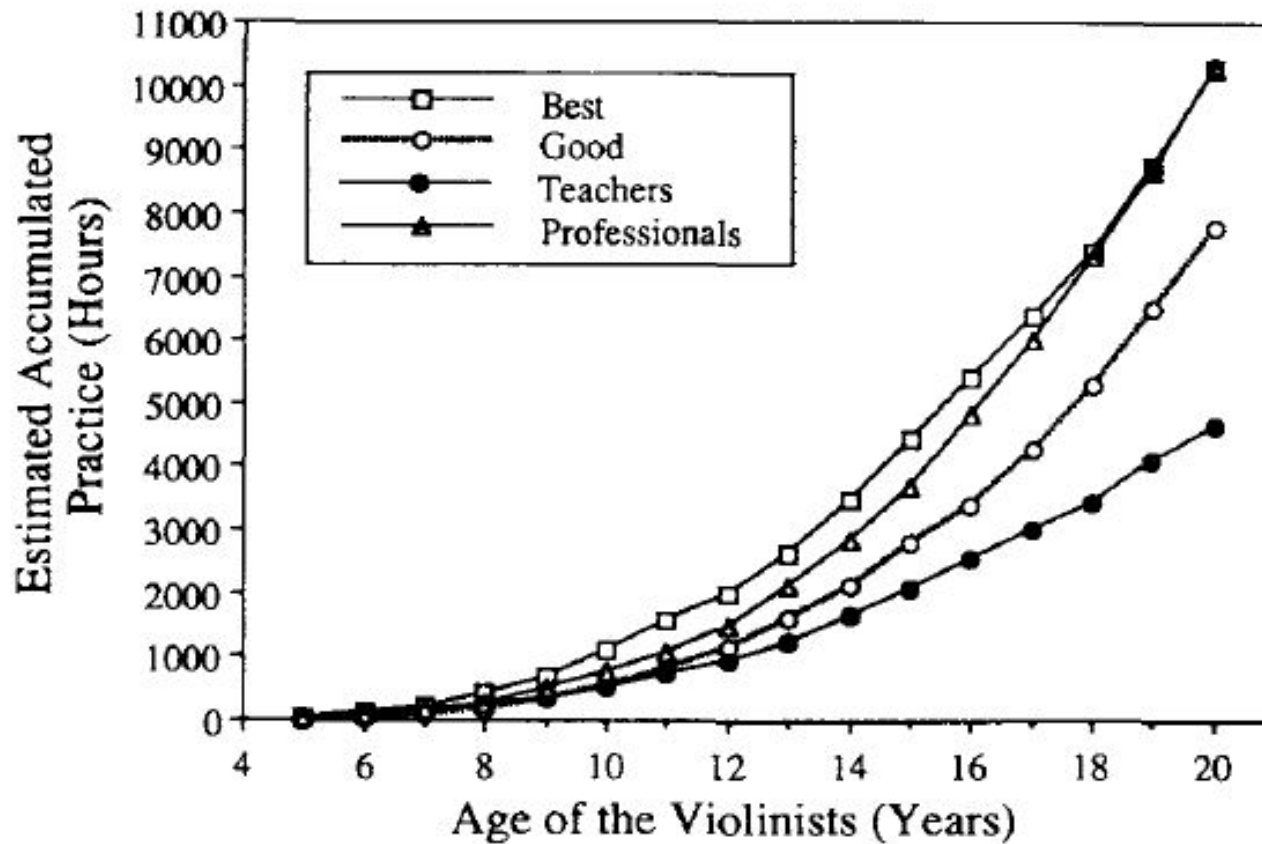
practice makes perfect  
and a lot of other things as well



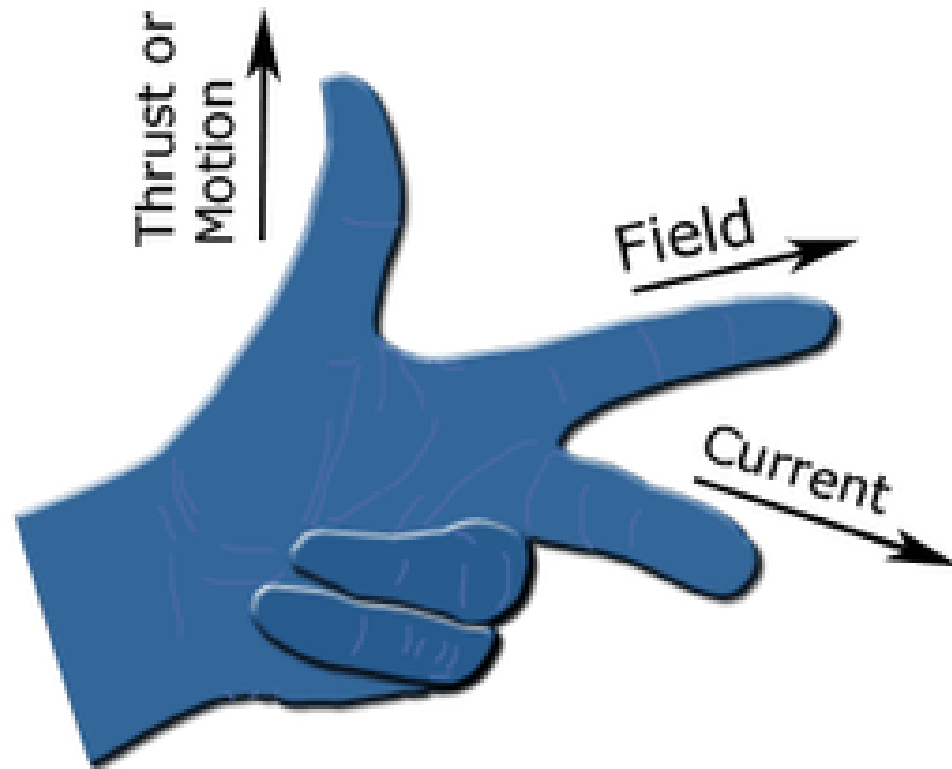
# Expert performers



# Expert performers



# 10 years of practice



so, just work for 10  
years?



# how much practice?



# mandate practice?





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