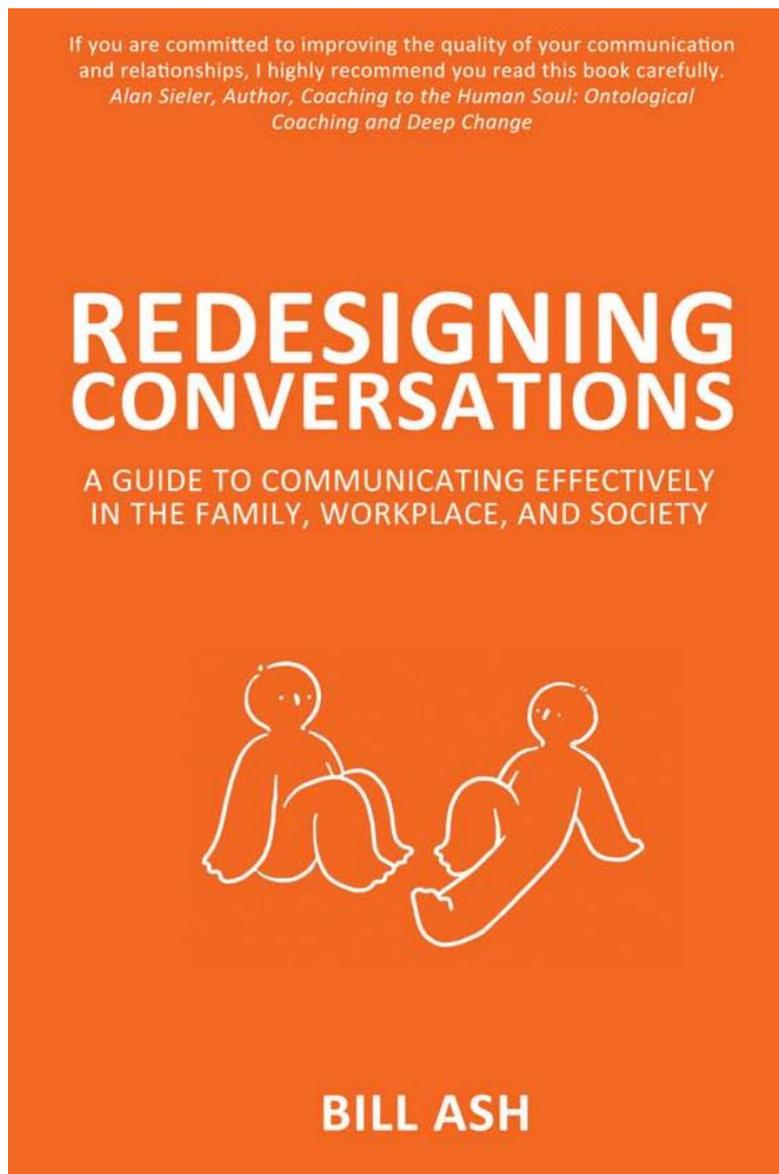


For those inquiring about *Redesigning Conversations*, by Bill Ash
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Thank you for taking the time to inquire about my book.

I hope you find the book useful for redesigning your conversations, enabling you to communicate more effectively in your family, workplace, and in society.

Bill

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Summary of Part One

In Part One, I offered ideas to stir your thinking, asking:

- How do you see a family—as a structure or process?
- How do you respond to the uncertainty of parenting and leading?
- How do you respond to our evolving workplaces and society?
- Do you judge others often? Why?
- How do you feel when you are judged?
- What are the responsibilities of parenting and leading?
- How do you see actioning respect in your parenting and leading?
- How do you take care of yours and others' core human concerns, including being acknowledged and valued?
- What conversations could you have at home and at work to have a more fulfilling life?
- How do you integrate all aspects of your life?
- What if it is not working?

In Part Two, I will offer skills to deal with these questions.

Summary of Part Two

In Part Two, I offered skills, stories, case studies, and exercises to redesign your conversations by:

- understanding you cannot change what you do not notice
- noticing and reauthoring the scripts of your assumptions, prejudices, biases, and judgments, including your script of what education is best for your children
- understanding that most of what you see as facts are likely opinions
- noticing totalising descriptions that can capture and blind you to the alternative and preferred scripts of your partner, children, and team members
- offering you a process to test your opinions.

In Part Three, I will offer skills to deepen your learning.

Summary of Part Three

In Part Three, I offered skills, stories, case studies, and exercises to deepen your learning through:

- stressing the importance of having a growth mindset in your parenting and leading
- understanding your enemies of learning, including your busyness
- understanding your allies of learning
- understanding how your moods and emotions are great teachers
- offering you mood manoeuvrers to help you understand and learn from your moods and move into more supportive moods
- understanding how looking after your bodies and noticing your body language helps you learn

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- understanding what is meant by being resilient, being emotionally intelligent, and having soft skills.

In Part Four, I will offer skills to deepen your listening and speaking.

Summary of Part Four

In Part Four, I offered skills, stories, case studies, and exercises to deepen your listening and speaking through:

- understanding how your listening is affected by your scripts, moods and emotions, and your body
- offering listening prompts to help you develop a listening mindset
- stressing the importance of making offers, requests, and promises in your families and workplaces
- understanding that when vague requests are accepted, mood contagion likely follows, affecting the wellbeing of you, your loved ones, and your colleagues
- offering you skills for making effective requests
- offering you options in response to a request
- understanding that trust in you can be adversely affected by you making ineffective offers and requests and not being seen to perform a promise when an offer by you is accepted, or when you accept a request.

In Part Five, I will discuss the importance of understanding how what is happening in our globally-connected world affects what you think, say, and do in your homes, workplaces, and society.

Summary of Part Five

In Part Five, I offered skills, stories, case studies, and exercises to deepen your understanding of yourself and others, including your children and team members, through:

- offering you my five reflections on how I understand myself and others
- offering ideas around sex, gender, and sexuality
- offering a case study on how you may react if your child declared they are LGBTIQ+
- understanding how you may perform your gender and sexuality
- discussing ableism, including attitudes to neurodiversity
- discussing diversity, inclusion, and belonging in schools and workplaces
- discussing political correctness
- discussing how travel and observation of our world helps us to be the best people we can be.