

Ways to Decrease Self-Orientation

Remember that the world does not revolve around you

These are things an unselfish person does:

- Asks open ended questions to let the other person talk
- Is curious
- Doesn't show a sense of urgency (i.e. lead with calm)
- Shows interest (e.g. ask "Is this OK?" or "What do you think?" or "Is there something else we should talk about first?"). This assures mutual interest and buy-in.
- Does not dominate the time (e.g. use the 90 second rule – keep your talk to 90 seconds or less)
- Asks for feedback (e.g. ask "Does this make sense?") This re-engages the other person, but if you do this too often it sounds insincere
- Think out loud
- Don't go overtime. (e.g. "I see we only have 15' left... is there something else we need to cover before we stop?")
- Pay undivided attention
- Actually care about the person you are talking to. (It is usually obvious when you are just acting.)

David Maister, Charles Green, and Robert Galford, *The Trust Equation*