

Welcome

Read The Room: Decoding What Your Stakeholders Actually Want



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What We'll Cover

- ⚡ Embracing pushback
- ⚡ Improve & practice active listening skills
- ⚡ Ask the right questions to move your collaborator forward
- ⚡ Uncover their real motivations & what to do next
- ⚡ Q&A



PM: Aligned

Team: Unaware They're Aligned



Embrace Pushback



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Why we should welcome the “Nos”

- “No” Allows the real issues to be brought forward
- “No” protects us from making bad decisions
- “No” helps people feel safe and in control
- “No” moves everyone forward

"It seems like x"

"It sounds like x"

"It looks like x"

"What would you have me do?"

"What would have to be true for you to agree with that timeline?"

Active Listening

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12 ACTIVE LISTENING SKILLS



PAY ATTENTION



DON'T INTERRUPT



SUMMARIZE



**MAINTAIN
EYE CONTACT**



SHOW INTEREST



**REQUEST
CLARIFICATION**



**USE POSITIVE
BODY LANGUAGE**



PARAPHRASE



**WITHHOLD
JUDGEMENT**



SHOW EMPATHY



**REPEAT
KEY PHRASES**



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The real motivators

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Uncovering the real motivations...

And what to do with them.

- Focuses on them
- Gets you out of your own way
- They convince themselves so you don't have to
- Drives faster, more durable alignment

The Art of Influence & Persuasion for Engineering & Product Leaders

Next Cohort dates:

Saturday June 6th & Sunday June 7th

Save 20% with code **ReadTheRoom**

Thank You!

Let's Keep in Touch:

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Q & A