RESOLVE LEADERSHIP · PRACTICAL GUIDE

AI Can Help You Communicate Your Presence Still Matters

Use AI to strengthen your preparation.
Take personal responsibility for the connection.

AI can help you organize your thoughts, draft messages, and prepare for difficult conversations. But thoughtful wording is only part of communication.

People also need opportunities to ask questions, express concerns, and know they have been heard. Face-to-face conversations give you room to listen, notice hesitation, clarify meaning, and respond in the moment.

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Plus: your challenge this week.

PRACTICE ONE

Put AI to Work Before the Conversation

Use AI to:

- Turn scattered thoughts into a clear agenda.
- Identify questions you may have overlooked.
- Practice explaining a complex idea in plain language.
- Consider how someone might interpret your message.
- Rehearse a difficult conversation.

> TRY THIS PROMPT
>
> *"Help me prepare for a conversation about [situation]. My goal is [outcome]. Suggest a respectful opening, five open-ended questions, and assumptions I should check. Help me leave room for the other person's perspective."*

Use general descriptions instead of entering confidential client, employee, or business information.

PRACTICE TWO

Know When to Show Up

Before sending an AI-assisted message, ask:

- Could this affect someone's trust, confidence, or sense of belonging?
- Is there conflict, disappointment, uncertainty, or strong emotion?
- Do I need to understand their perspective before deciding?
- Could the message easily be misunderstood without tone or context?

If you answer yes, consider making the message an invitation to talk.

An in-person meeting is not always practical or preferred. Video or a phone call can provide real-time dialogue. Choose a format that fits the person, accessibility needs, urgency, and situation.

PRACTICE TWO

Where AI Helps, and Where You Show Up

SITUATION	USEFUL ROLE FOR AI	YOUR ROLE
Routine project update	Organize facts and draft a summary	Verify accuracy and invite questions
Employee performance concern	Prepare examples and discussion questions	Give feedback privately and listen
An anxious client	Simplify information and identify likely questions	Explore concerns and explain options
Team disagreement	Develop neutral questions	Facilitate a respectful conversation
A mistake you made	Help organize your thoughts	Apologize personally and follow through

PRACTICE THREE

Be Present During the Conversation

01 **Start with curiosity.**
"How are you seeing this situation?"

02 **Listen before solving.**
Let the person finish. Avoid preparing your response while they are speaking.

03 **Check your understanding.**
"What I'm hearing is ____. Have I understood you correctly?"

04 **Notice, then ask.**
A pause or change in expression is a reason to check in—not proof of what someone feels.

05 **Agree on the next step.**
Clarify what will happen, who owns it, and when you will reconnect.

PRACTICE FOUR

Use AI to Support Follow-Through

Afterward, AI can help turn your own nonconfidential notes into a concise recap or action list.

Review every word. Make sure the recap reflects what was actually agreed upon. Never let an AI-generated summary create promises you did not make.

Let AI save you time.
Invest some of that time in people.

Your Challenge This Week

Choose one conversation you have been postponing.

Use AI for ten minutes to prepare your opening and questions. Then schedule time to talk, give the person your attention, and follow through on what you agree to do.