

**QLOVES TOOL**

**Slide 1**

What is QLOVES?

**Slide 2**

QLOVES is a communication framework.

One of the key challenges faced in business today is poor communication and misunderstandings.

The ability to build trust through questioning and listening, to clearly understand the needs and expectations of the other person, is the key to management, individual, team and business success.

Q is for question... it is important to consider whether OPEN or CLOSED questions are appropriate at this point.

L is for listen... remember that you use your ears, eyes and your body when listening, for example 'leaning forward'.

This brings us to O for Observe... it is important when asking questions to observe the respondents body language, eye movements and gestures... This can tell you as much if not more than the spoken word.

Having received their answer... V is for Verify... this ensures that you have fully understood what has been communicated.

At this point you need to weigh up the importance of what has been communicated, so E is for Evaluate...

And finally, S is for Summarise... the ability to summarise clearly and succinctly demonstrates that the communication has been successful.

### **Slide 3**

WHY USE IT?

The QLOVES formula provides a clear communication structure.

It helps develop high levels of trust and rapport and gain an in-depth understanding of the other person's situation and needs.

### **Slide 4**

WHERE TO USE IT?

Let's take a typical employee one-to-one situation.

There are two types of techniques used in these situations normally referred to as PUSH and PULL.

The pushing technique would be providing feedback or giving the employee your opinion.

Whereas the pull style very much embraces the QLOVES concept.

For example... asking questions, listening, observing, verifying, evaluating and summarising.

Using the PULL style reduces the possibility of conflict or disagreement. It normally leads to a more positive outcome.

### **Slide 5**

#### ***[Call to Action]***

So remember, QLOVES is a communication tool that builds trust and rapport and allows you to get a greater understanding of the other person's needs and expectations.

So in your next interaction, kick off your communication with a good solid open question.

Listen intently and observe the other person, verify what you have heard, weigh up the importance of the information you have received...

Finally, your ability to summarise will demonstrate whether you have clearly understood what has been said.

So start to use QLOVES today.