

CONVERSATIONS WORTH HAVING

At-A-Glance

TUNE IN: PAUSE, BREATH, GET CURIOUS

Who or what is driving your conversations? Whenever you feel triggered or below the line, tune in and become aware. **Pause, breathe, and get curious.** What's going on for you? How might you climb into the driver seat so you can intentionally have a conversation worth having?



ASK GENERATIVE QUESTIONS: BROADEN YOUR VIEW

Stay curious; there is so much we don't know about one another and about what's possible. **Ask questions with genuine curiosity.** Suspend answers and assumptions; go in search of greater awareness of others and of possibilities. **Generative questions** change the way people think and see. They are open-ended and invitational. They are magic!

Make the
invisible
visible



Generate
new
knowledge



Create shared
understanding

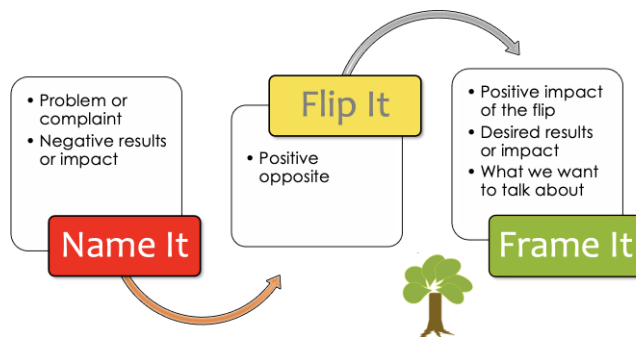


Inspire
possibilities



USE A POSITIVE FRAME

Talk about what you want—for the relationship, project, process, or organization—instead of what you don't want. Clarify problems and issues and then figure out what outcomes you and others want – **create a positive frame.** Think big. For any given challenge, what's the true potential of your organization? Of your team? Of yourself? Of the moment? Talk about what you REALLY want.



SAMPLE GENERATIVE QUESTIONS

MAKE THE INVISIBLE VISIBLE

- What assumptions are we making?
- What do you believe?
- How might our past experiences or biases be impacting what's possible here?
- What strengths do you bring to this team?
- What do you think?

GENERATE NEW KNOWLEDGE

- When have you been part of a high-performance team? Tell me about it.
- Who's doing a really good job at this? What might we learn from them?
- If we were designing this from scratch, what would it look like?

BUILD CONNECTION

- What is your story?
- How is this affecting you?
- How do you see it?
- I can see this is upsetting for you. How can I support you?
- What exactly happened?

CREATE SHARED UNDERSTANDING

- What was your experience?
- What are you hoping will happen here?
- May I share my experience?
- How might we come to a shared understanding about this, so we can move forward together?
- What needs to happen for you for this to work?

INSPIRE POSSIBILITIES

- How might we . . . ?
- What if there were no boundaries?
- How are others managing to do this?
- Imagine the way forward was easy and meaningful. What might that look like?
- If money was no object, what might we do here?
- If we had no money, how might we accomplish this?

CREATE SHARED OUTCOMES

- What do our customers want?
- What do you think needs to happen?
- Imagine the outcome works for everyone. What would that look like for you?
- What do you think needs to happen?

See Questions for Reflection and Discussion in *Conversations Worth Having*, 2nd Edition

WHAT ARE SOME OF YOUR FAVORITE GENERATIVE QUESTIONS?

