

Conversations Guide

a guide for creating conversations that transform

The following guide can *prepare* you for a conversation and act as a guide *during* the conversation.
Note: this tool can be used to have a conversation about what is going well and how to expand it and conversations on areas of vulnerability and risk.

INTENT

1. Here's the intent/purpose, the desired outcome of the conversation:

IDENTIFY

2. Here's the specific challenge/problem/opportunity that needs to be explored:
3. Who needs to be a part of this conversation?

IMPACT

4. Here's who is impacted directly and indirectly? [customers. guests. clients. students. team members. community. etc.]
5. Here are specific example(s) of the impact?
[explore specific impact on the people, teams, organization and/or customers listed in # 4]
6. This is why giving this challenge/problem/opportunity attention matters:
7. Here are potential risks of doing nothing, ignoring or dismissing?
[specifically for those listed in #4]

POTENTIAL NEXT STEPS

What	Who	When	Check in Date

Conversations Strategies

clarifying components to diminish problems, not people

1. **Be clear on safety:** assurance to speak without fear of retribution, retaliation or shaming.
2. **Be clear on intent:** what is the desired outcome AND repeat it when the conversation starts to wander.
3. **Be clear on need:** what is the specific issue/need/concern.
4. **Be clear on expectations and roles:** *what* specifically needs to be accomplished, by *whom* and *when*.
5. **Be clear on actions:** next right steps that will move towards the desired outcome AND state *how* each step impacts progress, *why* it matters to successful outcomes.
6. **Be clear on context:** share the bigger picture, the connections and ripple impact with facts vs. feelings alone.
7. **Be clear on consequences:** what are the risks if nothing is done | what are the benefits if action is taken.

We all need a little more capacity, clarity and connection.

At home. At work. In our relationships. Book a no cost, no commitment conversation to explore living, leading and loving with greater intention and less regrets.

It's starts here: <https://calendly.com/sandyandersonconsulting/discovery-conversation>

