What power does each one of us use from the moment we wake up in the morning, until the time we fall asleep at night?

Using it can enhance our happiness or generate distress.

It fuels health and wellness or dis-ease and despair.

It either strengthens our relationships or tears them apart.

And it precedes and predicts our journey to success, mediocrity, or failure.
What percentage of your day is spent in conversation?
Recall a critical or destructive conversation you were in.

Notice how this feels in your body.
Recall a great conversation.
Notice how this feels in your body.
You Know When You’re In a Conversation Worth Having

- **Positive Tone**: Inviting & uplifting
- **Engagement**: Inclusion & respect
- **Energy**: Openness and curiosity
- **Positive Direction**: Moving forward
Two Simple Practices

- Positive Framing
- Generative Questions

Conversations Worth Having
Generative Questions:

• change the way people think.

• stimulate compelling images for people to act on.
Sample Questions:

What do others know that I don’t?

What are we trying to accomplish?

What unspoken assumptions are we making?

What might we . . . ?
Generative Questions . . .

• Build connection & understanding
• Make the invisible visible
• Identify strengths and best practices
• Create possibilities & shared outcomes
Talk about what you want... for the relationship, team, organisation... Positive Framing
Create a Positive Frame

Flipping

Name It

- Problem or complaint
- Negative results or impact

Flip It

- Positive opposite
- What you want more of

Frame It

- Positive impact of the flip
- Desired results or impact

Conversations Worth Having, page 53.
“Age? You mean now or when we first sat down?”
Alisha’s Frame

- Low patient satisfaction scores
- High patient satisfaction scores
- High quality patient care resulting in highly satisfied patients

Name It
Flip It
Frame It
Another Example

Name It:
High turnover and absenteeism

Frame It:
Being here and loving it!

Flip It:
Retention

Generative Questions:
Tell me about a peak experience working here, a time when you loved being here.
1. What did you value about yourself and the organisation in your story?
2. What three wishes do you have to make it like that every day?
Let’s Practice Fueling a Conversation Worth Having

1. Form triads
2. Choose your situation
3. Create a Positive Frame
4. Craft 1-2 Generative Questions
Possible Situations

1. They keep asking us to do more, faster, with less.
2. Management has announced several changes and employees are struggling or disengaging.
3. A colleague is going through a crisis.
4. You’re asked to support a team suffering burnout.
5. Automation is coming and the employees are fearful about their jobs.
6. Other: choose your own situation.
1. Be mindful of the power of your words.

2. Make curiosity a habit.

3. Use your words in ways that add value.
   - Ask Generative Questions
   - Foster a Positive Frame.

4. Expect breakthrough thinking, productivity and high engagement.
Learn More

“If you wish to change something, start by changing the way you talk about it.”

Ron Fry

Request a free CWH Workbook
CheriTorres.com
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Download a Free Conversation Toolkit:
ConversationsWorthHaving.today
Do you have a Curious George sticker in your workbook?