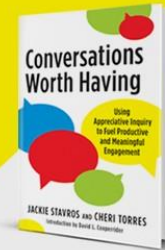


One of the most exciting things about life
is the power of a single conversation to make a
significant positive difference.



GETTING STARTED WITH QUESTIONS

- **Make room for diverse and different perspectives:** *How do you see it? When are customers most satisfied?*
- **Surface new information and knowledge:** *How did they manage this process at your previous plant? What was your experience like? What worked for you?*
- **Stimulate creativity and innovation:** *What might be possible if we merge marketing and development?*
- **Focus on the best of what is and what might be:** *Tell me a time when communication worked really well. What are parents of healthier children doing? How would we know if we had exceptional communication across the organization?*
- **Inform what you might do, the results you might want from each perspective:** *What can we do that allows you the care and me my peace of mind? What has to happen for you to be onboard?*
- **Deepen connections – engages those on the side lines:** *How do you see it? What is important to you about this project?*
- **Generate understanding and strengthen relationships:** *Can you say more about what you are thinking? Help me understand your perspective? Are you saying . . . ?*
- **Allow strengths to show up:** *How might each of you contribute to the success of this venture? To classroom? To this project? To this gathering?*
- **Make wishes come true:** *What are three wishes you have to make this place a more engaging work environment?*

“
In a world where so many
conversations are separating us,
may this book change not just our
world, but our world of
conversations.
”

— David Cooperrider, Distinguished University Professor
Weatherhead School of Management, Case Western Reserve University

There are many possibilities out there. What world you help create depends upon your conversations. What kind of conversations are you having?

To order the book or schedule a speaker or training, visit our website at

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