

# QUALITY CONVERSATIONS

Conversations are of high quality when they build understanding, alignment, and provide pathways for progress. Use this tool to plan for a quality conversation.





+ 15 min



2+

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This tool will support you in having quality conversations, ensuring both parties are clear on the desired outcome, the current state, possible pathways for progress and agreed next steps towards progress.

## INSTRUCTIONS

Use the template and prompts below to guide your conversation.

- 1. Get clear** on the goal or the desired outcome you are seeking within the challenge or opportunity.
- 2. Identify** where we are now with regards to that challenge or opportunity. Prompt questions to uncover other views and disrupt bias – is the reality we are currently experiencing the only way of looking at this?
- 3. Uncover** the options, the possible steps to make progress on the challenge or opportunity. Consider other perspectives and prompt questions to uncover creative ways of making progress.
- 4. Agree** next steps for progress. Ensure that all parties are aligned and clear on what is required to make progress, by who, when and what support or resources are required. This will ensure that you have empowered the other party to take the necessary steps.
- 5. Take some time** to reflect on how you handled your quality conversation. What went well and what didn't land how you might have wanted it to? Is everyone clear on the goal and the agreed steps? Have you empowered others to take these steps, with opportunities to seek support?



+ 15 min



2+

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Use this template to provide some structure to your conversation, so you can ensure you are clear on the goal and ask questions that support a quality understanding and progress.

<b>GOAL</b> The overarching goal or desire you wish to achieve	
<b>REALITY</b> Where are you now with relation to that goal? Do you currently have the skills/knowledge/tools to achieve the goal? How might others involved see the situation?	
<b>OPTIONS</b> What are the options or possible steps you could take to make progress? What will get you closer to the Goal? If we were to look at this from another perspective, what other options can you see?	
<b>WAY FORWARD</b> What steps will you take to make progress? When will you take this action? What resources/support do you need?	