



ACT-ivate

CONVERSATIONS

The right question changes everything that follows



Most **training conversations** stay safe because nobody asks anything worth answering. **This card gives you prompts that open things up** - questions rooted in real Welsh public sector life that connect the WFG Act to what people actually care about. Pose one question at a time. **Resist the urge to fill silence** - it means people are thinking. **The interesting answer is often the uncomfortable one.**

CONVERSATIONS

Before you ask anything make the room feel safe. Try one of these openers - *There are no right answers, only suggestions* - *Agreement is optional, respect is a pre-requisite* - *Curiosity is vital*

Where possible use an example from real life to introduce the concept. *Refer to Act.ivate knowledge for the 'sparkline'™ approach.*



For rooms that need to move away from challenge

"Think of a decision your organisation made that you're genuinely proud of. What made it possible?"

"What's something that works better now than it did five years ago, and why?"



For rooms ready to look at tension:

"What decision are you putting off that your organisation will regret in ten years?"

"Who isn't in this room whose life is affected by your work?"



For rooms ready to be bold:

"What would you do differently if future generations were watching?"

"Where do short-term pressures make long-term thinking impossible?"

WORKS WITH



Act-ivate Consequence to follow a provocation with space to talk.



Act-ivate Commitment Card to move from conversation to action.

SOURCE

Margaret J Wheatley (2002) *Turning to One Another Simple Conversations to Restore Hope to the Future* Berrett-Koehler Publishers.

