

# Inspired to Bloom

OVGTSL May 2022



How Might Changing Our  
Approach to Conversations  
Change Our Everyday  
Experiences at Work?



***“We live in worlds our conversations create.”***

~David Cooperrider



# What kind of conversations are you having?

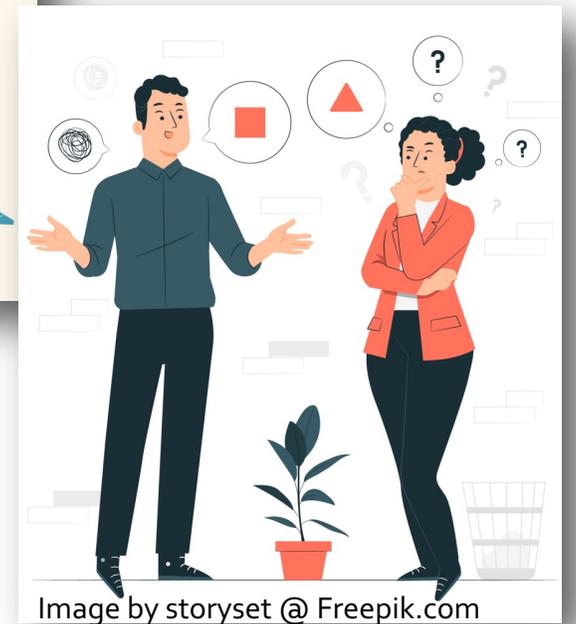
## Appreciative

- More positivity
- Creativity
- Open minded & Curious
- Critical thinking



## Depreciative

- Blame and shame
- Judgmental
- Closed minded



# Conversation Spectrum

## Dictating

One-way communication, often without regard to other views

*"Talking without listening, telling people what to do."*

## Discourse

One-way delivery of information from the speaker to the listener.

*"Providing expert advice."*

## Debating

A competitive two-way conversation with the purpose to "win" or sway someone.

*"Each person is concerned with being right."*

## Deliberating

Conversation with the intent of making a decision.

*"Deciding can be tricky."*

## Discussion

An open conversation with exchange of information and relationship building

*"Staying on good terms is an important element."*

## Dialogue

To understand what is being said and why it's being said.

*"When we start with respect & assume positive intent, we can break down barriers."*

# Intentionality

*“Between stimulus and response there is a space.  
In that space is the power to choose our response.  
In our response lies our growth and our freedom.”*

*~Victor Frankl*

- Pause
- Get Curious
- Choose

# PAUSE

- Take a breath
- Look for the opportunity to learn & grow

**Pause** ✧ Get Curious ✧ Choose

*“Between stimulus and response there is a space...”*

*~Victor Frankl*

# Get Curious

- What is the best and most effective path forward for myself and for others?



Pause ✦ **Get Curious** ✦ Choose

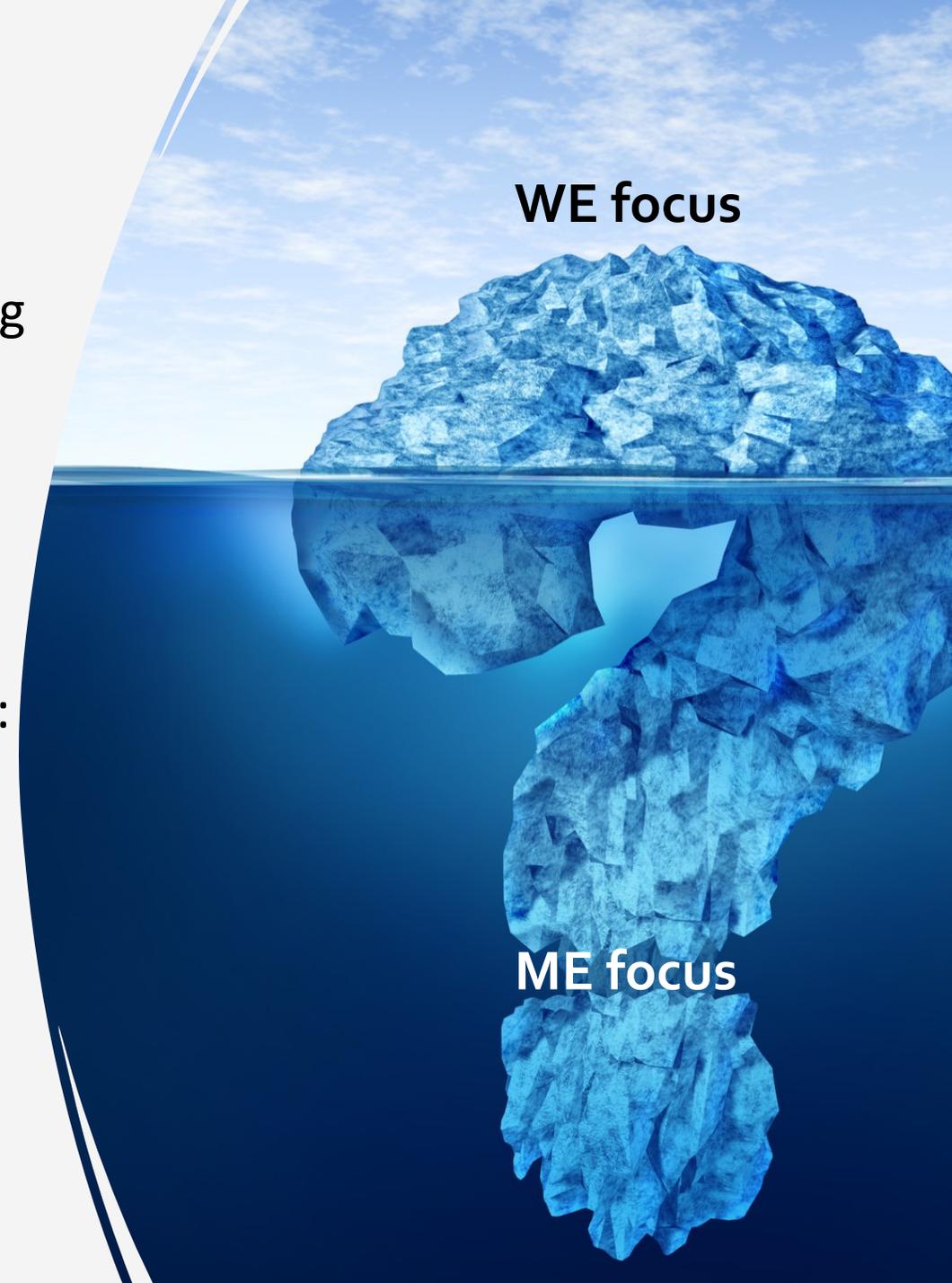
*“...In that space is the power to choose our response...”*

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# Generative Questions Move Us into the Appreciative

- They might challenge our ordinary ways of thinking and doing: ***“What else might explain what happened?”***
- They may make room for diverse and different perspectives: ***“How do you see it?”***
- They can surface new information and knowledge: ***“How did they manage this process at your previous position?”***
- They often stimulate creativity and innovation: ***“What might be possible if we merge all of the public service points?”***

Stavros, Jackie; Torres, Cheri. Conversations Worth Having, Second Edition (pp. 62-63). Berrett-Koehler Publishers. Kindle Edition.



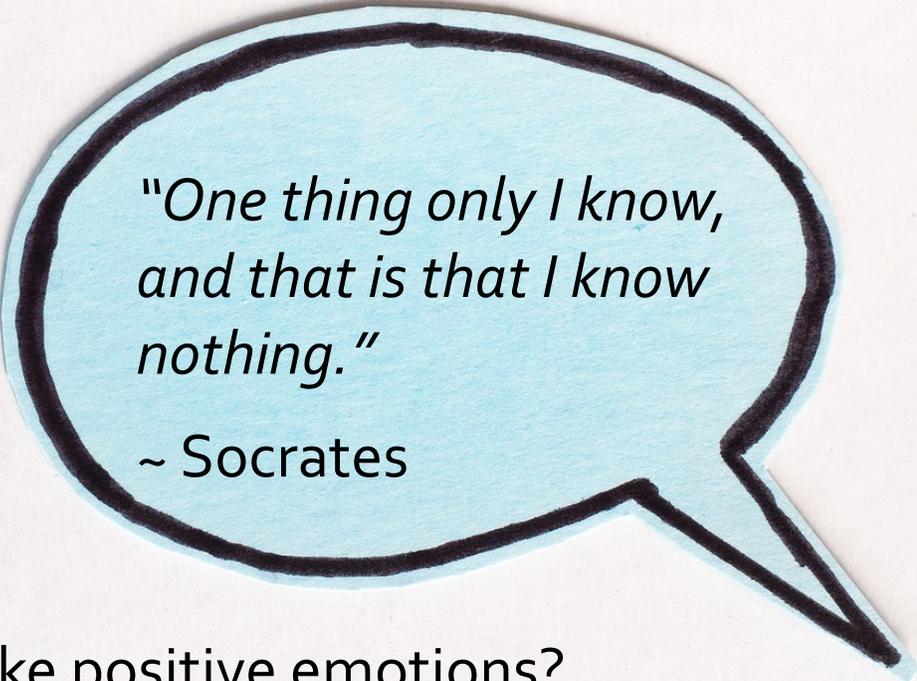
# Choose your go-to generative question

- What matters most right now?
- Isn't that interesting?
- Can you tell me more about...?



# Triple Filter Test

- Truth
  - Do I know for a fact this information is true?
- Goodness
  - Does it benefit me or the other person?
  - Will it make them or me a better person and evoke positive emotions?
- Usefulness
  - By knowing this message, will that person's life or my life improve?
  - Can that person take any practical action regarding this information or message?
  - In what ways does not knowing this information hurt or affect the other person?



*"One thing only I know,  
and that is that I know  
nothing."*

~ Socrates

# Choose

- Make a choice to positively influence what's within my control

Pause ✧ Get Curious ✧ **Choose**

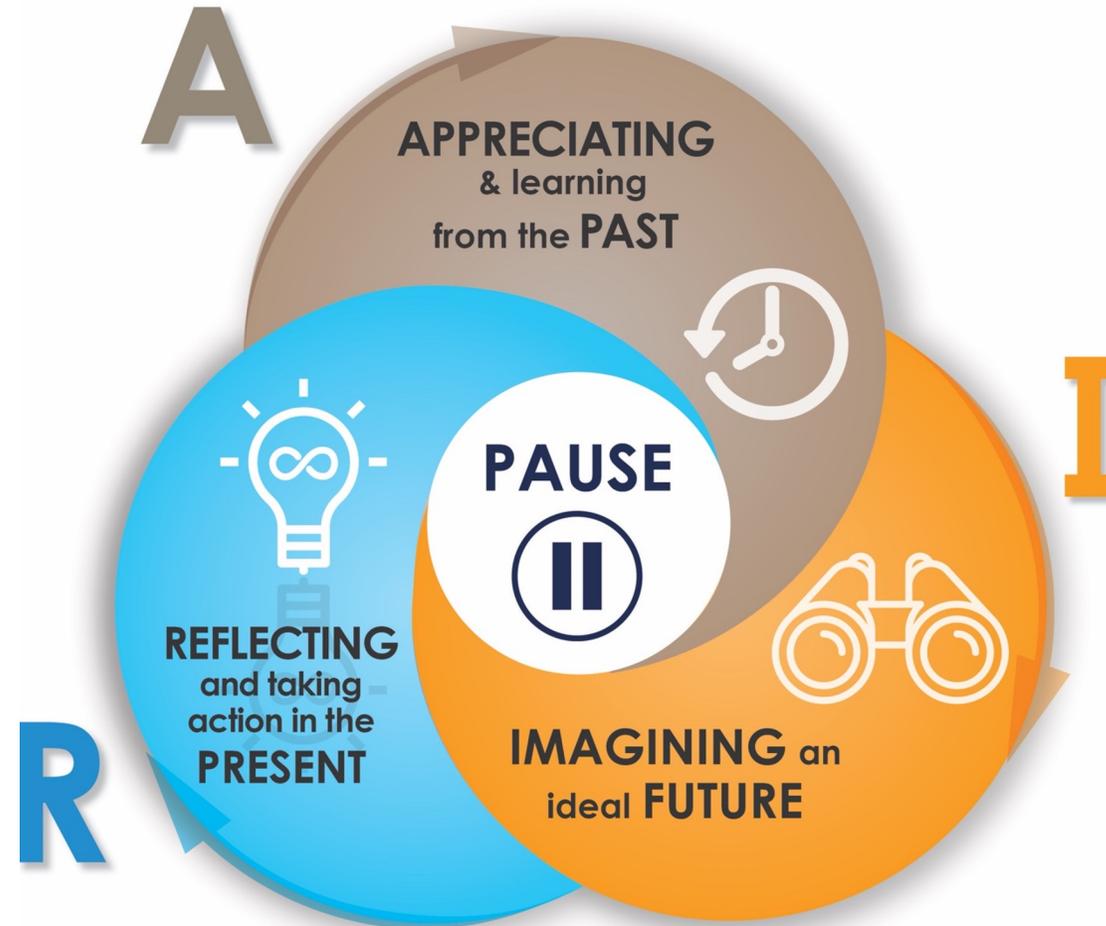
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Moving  
Towards  
Appreciative &  
Generative  
Conversations

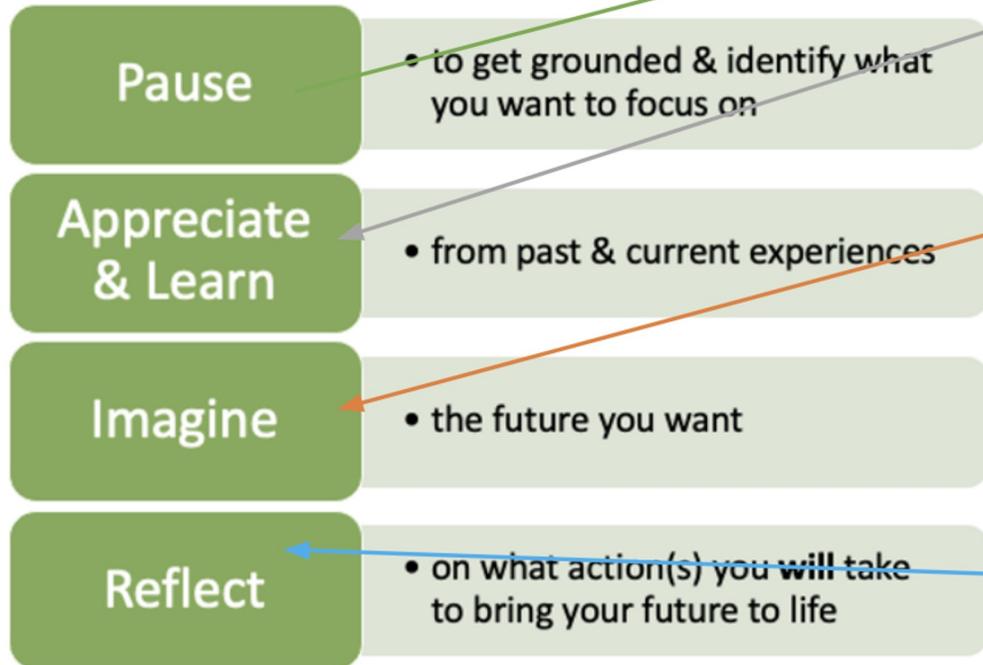
# A breath of fresh A.I.R.



AIR Framework created by Maureen (Mo) McKenna  
& Tim Fleming

# Virtual Dialogue Example

## A.I.R. Framework



## STAFF MORALE DURING STRESSFUL TIMES

### QUESTION 1

What are some things that you have done at your library, or your library has done for you during these trying times, to help maintain or increase staff morale?

Did it help improve your morale? If so, how?

### QUESTION 2

Imagine that it is 6 months from now, and our situation with the pandemic has not changed, but what has changed is that you or your staff now feel generally good about going to work each day. You still have struggles, but for the most part you're able to thrive despite the struggles, and you really feel that your workplace has made the "human element" a priority.

What support is your library providing that is helping you and your co-workers thrive?

### QUESTION 3

What is one small step you can take in the coming weeks to help improve the morale of your library staff, or your own morale?

# Choice Map™

We choose moment by moment



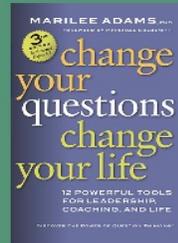
**START**

**Choose**

**React**

Learner Mindset

Judger Mindset



Change Your Questions,  
Change Your Life

Marilee Adams, Ph.D.

- What happened?
- What do I want – for both myself and others?
- What can I learn?

- What assumptions am I making?
- What are the facts?

- What are they thinking, feeling and wanting?
- Am I being responsible?

- What's possible?
- What are my choices?
- What's best to do now?

Whose fault is it?

- Why am I such a failure?
- Why are they so stupid?
- Why bother?

**JUDGER PIT**

**SWITCH**  
Ask Learner Questions to Avoid Judger Pit

Switching Lane

**LEARNER**  
• Thoughtful Choices  
• Solution Focused  
• Win-Win Relating

**JUDGER**  
• Automatic Reactions  
• Blame Focused  
• Win-Lose Relating

- What's wrong with me?
- What's wrong with them?



What happens when we shift our conversations?

“

The pessimist complains about the wind.

The optimist expects it to change.

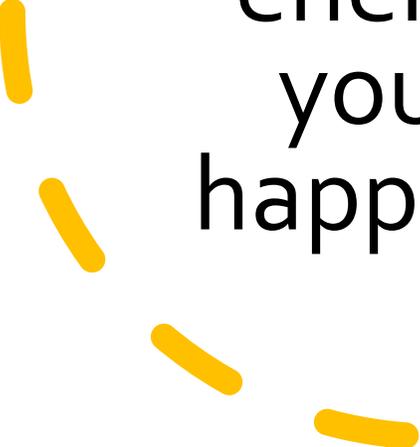
The leader adjusts the sails.”

~ John Maxwell



Let's have a conversation!

*Engaging in more appreciative & generative conversations @ work*



Share a story about the most engaging, energizing, and appreciative conversation you've been a part of at work. What was happening? What led to the feeling of being more engaged and energized?



What would it look like if everyone on your team or in your organization engaged in more appreciative or generative conversations at work?





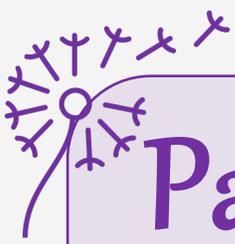
What small steps can we take to move towards engaging in more appreciative and generative conversations at work?



# Thank you!

Feel free to reach out!  
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- With MCLS for about 5 years 
- Previous career in libraries in a variety of roles
- MLS from IUPUI 
- BS from Purdue University
- Currently live in Lafayette, IN with 2 crazy cats 
- I geek out on podcasts 

