



# **SIMPLE SKILLS FOR FOSTERING REFLECTIVE AND POSSIBILITY-ORIENTED CONVERSATIONS AND SELF-TALK**

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# Recall a stressful conversation...

What were you thinking?

What emotions did you have?

How did your body feel?

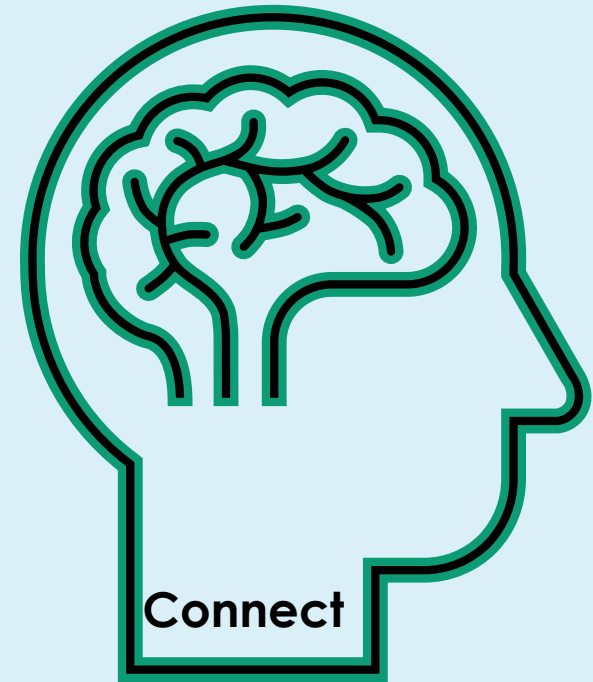


# Recall an engaging conversation...

What were you thinking?

What emotions did you have?

How did your body feel?



Appreciative

Affirmative  
Conversations

Conversations  
Worth Having

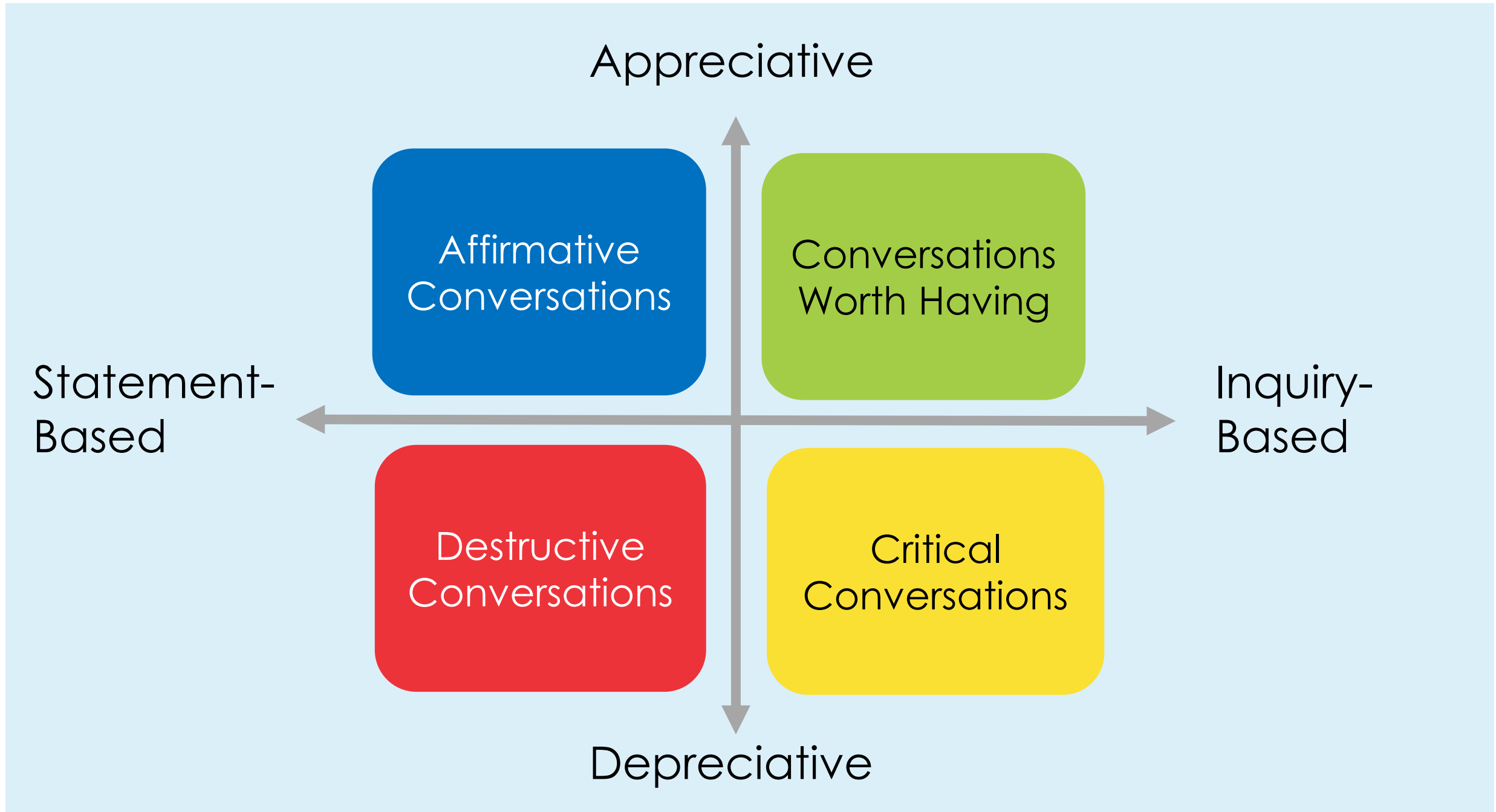
Statement-  
Based

Inquiry-  
Based

Destructive  
Conversations

Critical  
Conversations

Depreciative

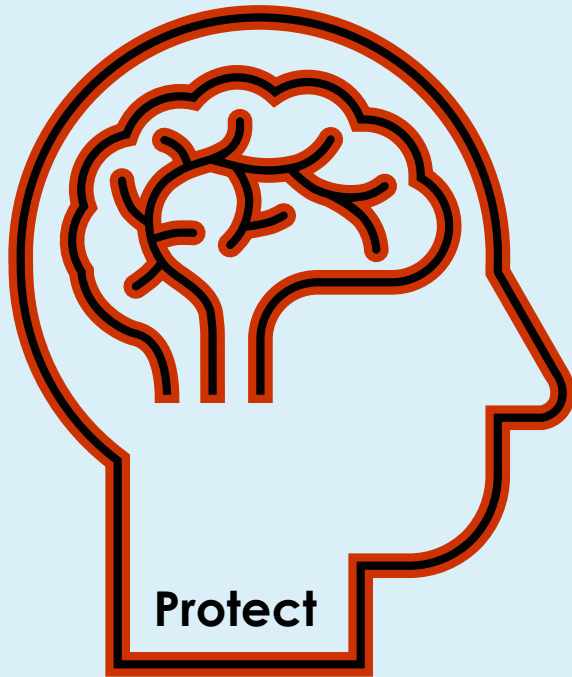


# Reflecting: A Conversation Do-Over

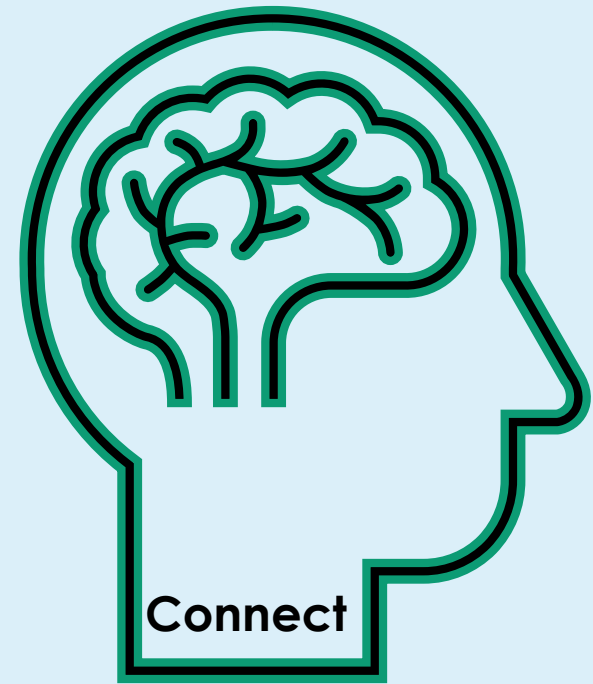
## **Part 1:**

- Recall a depreciative conversation.
- Briefly describe the situation and your reaction.

# Choose Your Mindset



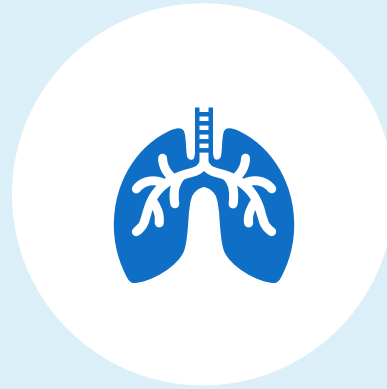
"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."  
~Viktor Frankl



# Tuning In



PAUSE



BREATHE

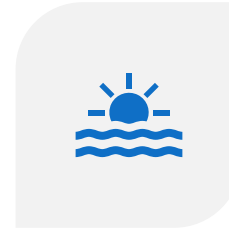


GET CURIOUS

# Fostering a Resilient Nervous System



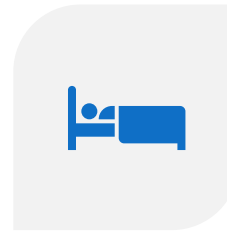
MOVEMENT



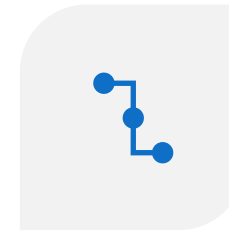
SUNSHINE



NUTRITION



SLEEP



CONNECTION



# Reflecting: A Conversation Do-Over

## **Part 2:**

- Tune in. Pause, breathe, and get curious.
- What are the facts?
- What did you assume or make up to explain the facts?
- What other stories might explain the facts?

# Asking Generative Questions



Making the  
Invisible Visible



Creating  
Shared  
Understanding



Generating  
New  
Knowledge



Inspiring  
Possibilities

# Sample Generative Questions

## **Making the Invisible Visible**

- What assumptions are we making?
- What were my/your expectations?

## **Creating Shared Understanding**

- What was your experience in that situation?
- What is your perspective about \_\_\_\_\_?

## **Inspiring Possibilities**

- How can we improve or simplify

this process?

- How might we enhance this service?

## **Generating New Knowledge**

- What are the best/better practices for this program/process?
- Who does a great job with this \_\_\_\_\_, and what might we learn from them?
- If we were starting from scratch, what would it look like?

# Reflecting: A Conversation Do-Over

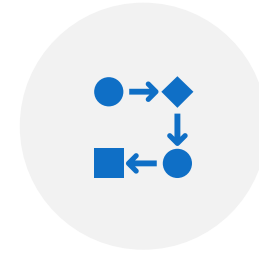
## **Part 3:**

- If you had a chance for a do-over, how might you respond differently?
- What questions might you ask?

# Self-Talk Do-Over: The 4 N's



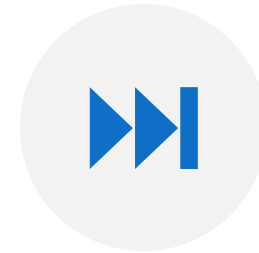
NOTICE



NORMALIZE

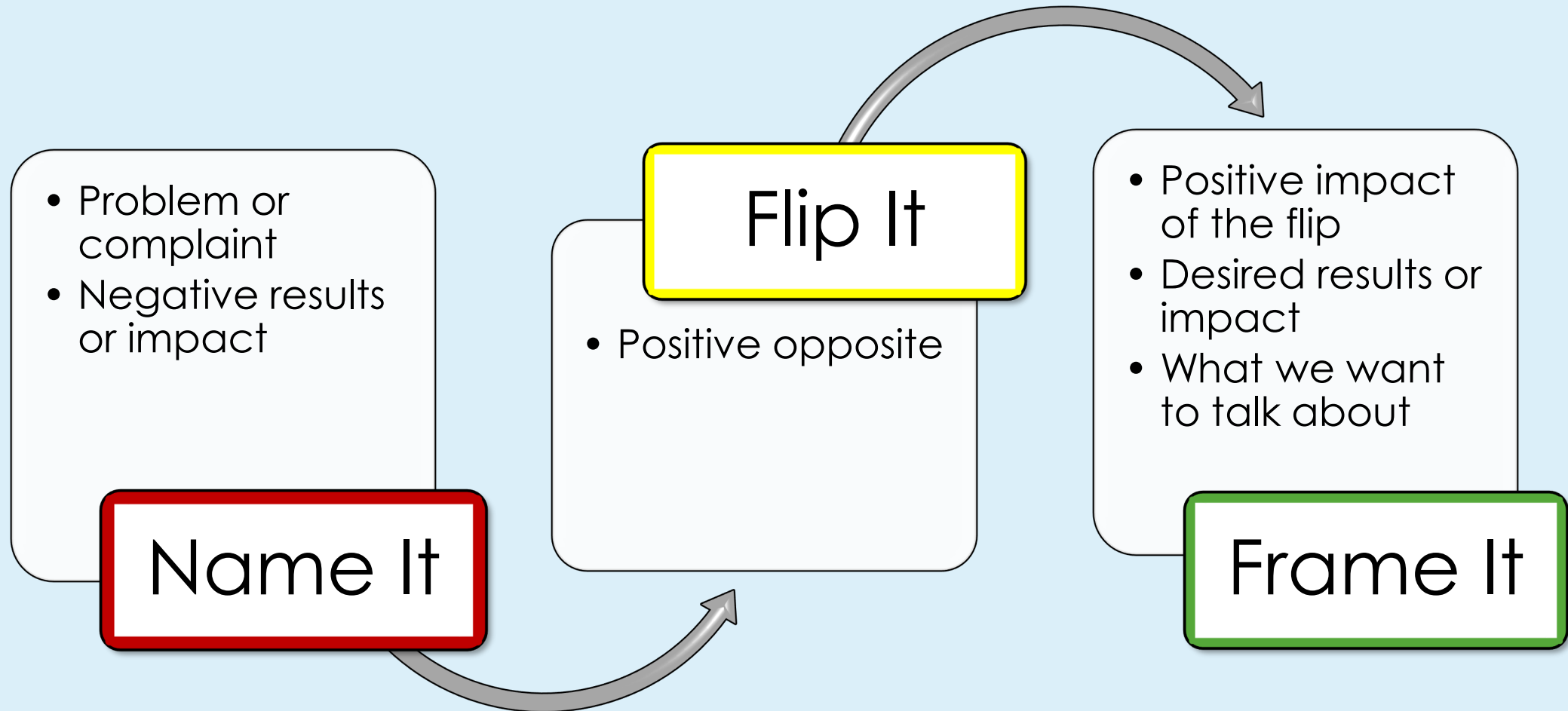


NEUTRALIZE

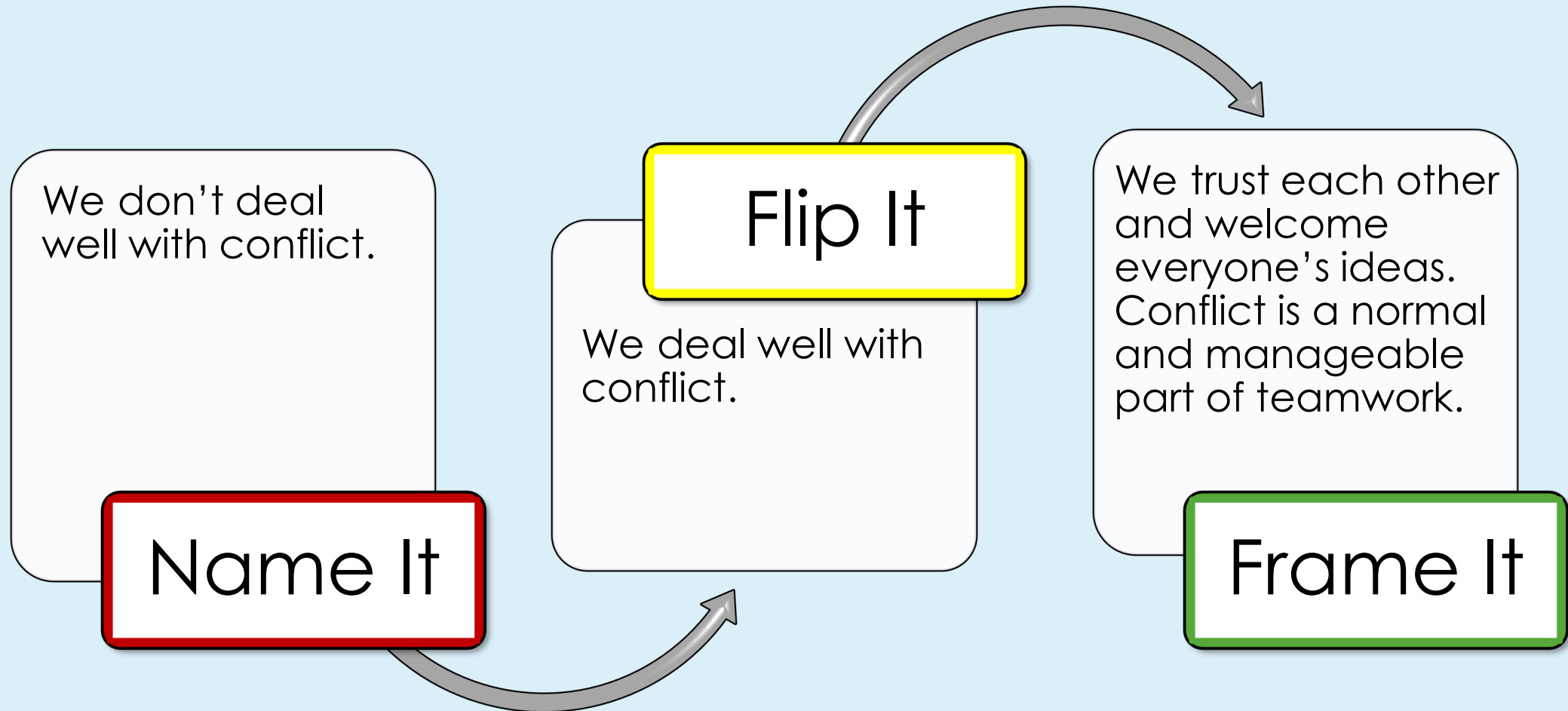


NEXT

# Bonus: Creating a Positive Frame



# Bonus: Creating a Positive Frame





# PRACTICE

What is one thing you will try in the next 24 hours?

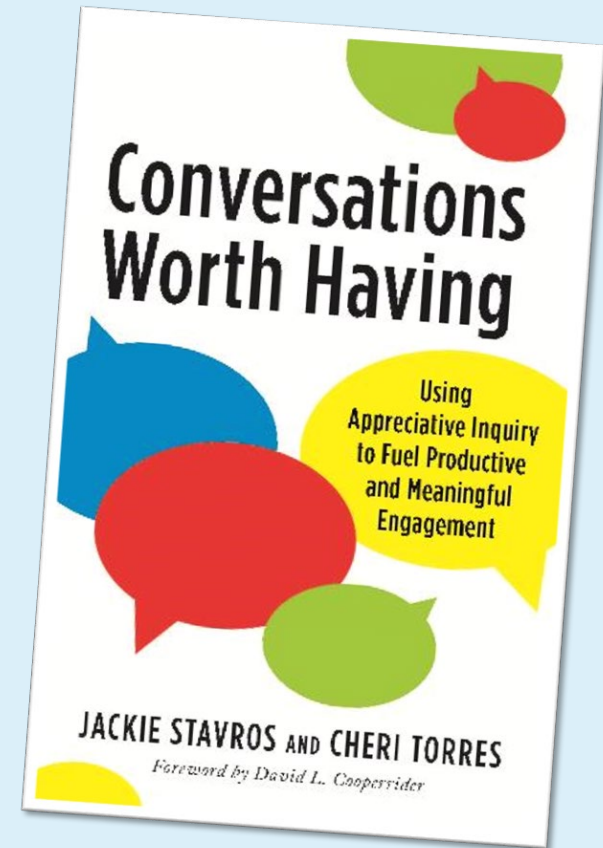


# Conversations Worth Having

*“Our words create our worlds...  
our organizational lives and the  
lives of others flourish or flounder,  
one conversation at a time.”*

~David L. Cooperrider

ConversationsWorthHaving.today





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