



## **Outline: Creating Growth Mindsets and Cultures Through Conversational Leadership**

### **Introduction: The Power of Conversation**

- **The Promise:** Transforming relationships, organizations, and communities through the power of internal and external conversations.
- **The Framework:** Internal conversation → Growth mindset → Connection → Conversation → Growth culture.
- **The Goal:** Equip leaders to inspire growth in themselves and others that lead to positive impacts on individuals, organizations and communities.

### **Part 1: Foundations of Conversational Leadership**

#### **1. Defining Conversational Leadership**

- The intentional use of conversations to create value and workability in relationships.

#### **2. Why Conversations Matter**

- The evolutionary role of connection and language in human progress.
- Conversations as tools to navigate complexity and foster collaboration.

#### **3. The Growth Mindset**

- Shifting from fixed to growth perspectives.
- Language as the "paintbrush" of reality and how it shapes our responses.

### **Part 2: The Dynamics of Connection**

#### **1. Human Connection**

- The biological and emotional need for belonging.
- The impact of connection on health, mood, and productivity.

#### **2. Listening as a Tool for Growth**

- Five Levels of Listening:
  - From superficial to generative.
- Techniques for non-judgmental, empathetic, and transformative listening.

#### **3. Building Trust**

- Six Ways to Establish Trust:



- Integrity, authenticity, humility, urgency, relevance, and allowing full expression.

### **Part 3: Creating Growth Conversations**

#### **1. The Types of Conversations**

- Feedback: Closing the gap between current and desired states.
- Discovery: Identifying bottlenecks and exploring root causes.
- Generative: Unlocking potential and imagining new possibilities.

#### **2. Language Distinctions for Growth**

- Nice vs. Kind: The importance of honesty with compassion.
- Agreements vs. Expectations: Eliminating misunderstandings.
- Worries vs. Concerns: Taking actionable steps forward.
- Owner vs. Victim: Empowering responsibility over circumstances.

### **Part 4: Building a Growth Culture**

#### **1. Characteristics of Growth Cultures**

- Safe environments for vulnerability and collaboration.
- Continuous learning through curiosity and transparency.
- The balance of hard and soft skills.

#### **2. Practical Steps**

- Time-limited experiments for innovation.
- Continuous feedback as a tool for engagement and retention.

#### **3. The Role of Leadership**

- Fostering an environment of connection and accountability.
- The importance of integrity and alignment with values.

### **Part 5: Applying Conversational Leadership**

#### **1. Practical Scenarios**

- Case studies on transforming relationships and organizations.
- Exercises to apply conversational tools in real-life contexts.



## 2. The Bigger Picture

- Reclaiming connection in a divisive world.
- How conversational leadership can address societal challenges.

### **Conclusion:**

- **A Call to Action:** Begin the journey of creating growth mindsets and cultures.
- **The Vision:** A more connected, adaptable, and united future.