

CONVERSATIONS WITH IMPACT QUESTIONNAIRES

STAGE ONE OF THE IMPACT MODEL: I FOR IMPACT

AIMS:

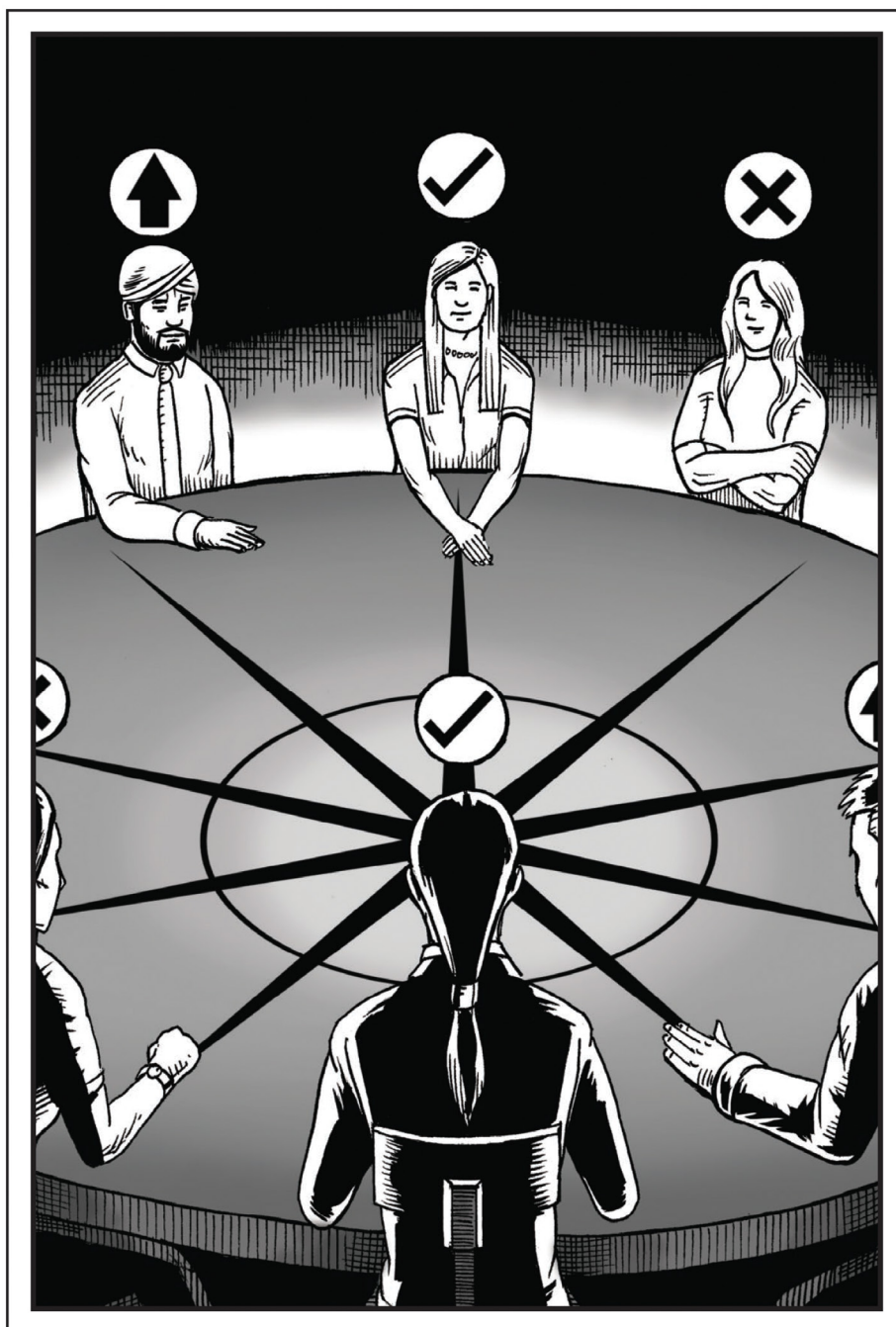
- Understand the critical role conversations play in your life, including those with yourself
- Differentiate helpful from unhelpful conversations
- Decide what conversations you can and want to change
- Choose which conversations to stop having altogether.

THE
IMPACT
MODEL



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CONVERSATIONS WITH **IMPACT**



QUESTIONNAIRE



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A CONVERSATION WITH IMPACT

A Conversation With Impact contains the qualities and characteristics we need to make the difference we are after in the key areas of our lives. The Conversations With Impact Questionnaires are designed to help you transform your conversations into ones that make the difference you are after.

There are two Questionnaires: one for the conversations you have with yourself and one for your conversations with others. Both Questionnaires include what we consider to be the essential qualities and characteristics of a Conversation With Impact. Completing the Questionnaires builds a detailed picture of your existing conversations so you know which to upgrade, strengthen or maintain and which you need to stop having.



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STEP ONE: EXISTING CONVERSATIONS

Your first task is to assess your existing conversations. The list below gives suggestions about which conversations to include, but select those relevant to your issues. In other words, if you enter a daily conversation with the owner of your local shop, this might be one to leave out. Conversations to consider are those you have with:

- Yourself (necessary)
- Partners
- Friends
- Family
- Acquaintances
- Colleagues
- Bosses
- Professionals, such as coaches, therapists or mentors

- Social and cultural representatives, such as teachers, community and spiritual figures
- Artificial interfaces, such as apps.

For each conversation, choose a number between 1 and 7 that reflects the degree to which the conversation possesses each quality and characteristic. When scoring, consider the importance of each quality or characteristic to you. If one is unimportant to you i.e., it makes no difference one way or the other, give it a 7. For those that are important to you, score them appropriately. Remember to keep a copy of your completed questionnaires. You will need them. The number of completed Questionnaires should equal the number of conversations you selected initially.

CONVERSATIONS WITH OTHERS			
STATEMENT	SCORE	STATEMENT	SCORE
I trust the person		They understand me and what I need from them	
I feel respected by them		They have the ideas, knowledge and skills I need	
They do not judge me and accept me for who I am		They believe in me and my potential for change	

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STEP ONE: EXISTING CONVERSATIONS

CONVERSATIONS WITH OTHERS			
STATEMENT	SCORE	STATEMENT	SCORE
Our conversations follow my agenda, not theirs		I feel challenged by them in a good way	
They give me the time I need		I feel they genuinely listen to me	
They respect my need for confidentiality		They are truly interested in me	
I can say what I really want to them		They help me set clear, realistic goals and strategies	
They help me make sense of my situation		My conversations with them make a difference	
They keep me focused		They keep me accountable	
They help me find solutions to my problems		They have the X-Factor	

CONVERSATIONS WITH YOURSELF			
STATEMENT	SCORE	STATEMENT	SCORE
I trust myself		I understand myself and what I need from myself	
I respect myself		I have the ideas, knowledge and skills I need	

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STEP ONE: EXISTING CONVERSATIONS

CONVERSATIONS WITH YOURSELF			
STATEMENT	SCORE	STATEMENT	SCORE
I do not judge myself, and I accept myself for who I am		I believe in myself and my potential for change	
My self-talk follows my, not others', agendas		I challenge myself in a good way	
I give myself the time I need		I genuinely listen to myself	
I respect my confidentiality and do not overshare		I am truly interested in myself	
I can say what I really want to myself		I set myself clear, realistic goals and strategies	
I can make sense of my situation		My conversations with myself (my self-talk) make a difference	
I can keep myself focused		I can keep myself accountable	
I can find solutions to my problems		I have the X-Factor	

STEP ONE: EXISTING CONVERSATIONS

What did you discover?

It is important to remember there are no right or wrong combinations of qualities or characteristics, which means there are no right or wrong scores. However, in our experience:

- Conversations with mostly low scores (3 or below) tend to make things worse
- Conversations with mostly medium scores (4 or 5) tend to make little or no difference
- Conversations with mostly high scores (6 or 7) tend to make a significant, positive difference.

Looking at your scores, what do they say about your existing conversations?

How might they explain:

- What is working well in your life, and what isn't
- The existence and persistence of any difficulties
- The effectiveness of your solution-finding
- The progress or lack of progress towards key goals and objectives.

STEP TWO: ACTING ON YOUR DISCOVERIES

CONVERSATIONS WITH YOURSELF

Please do not neglect your conversations with yourself, as they will be the one constant as you commit to transforming yourself. Aim for your self-talk to become as important, influential and pivotal as any other conversation you have. When we don't have anyone else to talk to, being able to give ourselves a Conversation With Impact is essential, and even when we have great support around us, it is rarely enough by itself.

Looking at the Questionnaire for conversations with yourself and the scores you allocated for each quality and characteristic, consider the following:

- What do you need to find more of?
- What do you need to maintain?
- What would make them Conversations With Impact?

A note on persistently low scores. Sometimes, they can indicate underlying issues, such as low self-esteem, perfectionism or toxic relationships. If you suspect problems like these could be relevant, it may be worth seeking professional coaching or therapeutic support.

CONVERSATIONS WITH OTHERS

Same people, improved conversations?

If you identify an existing conversation that isn't having the desired impact but has the potential to do so, look at its scores. Which qualities and characteristics, if increased, would turn this conversation into a Conversation With Impact? Share the findings of your Questionnaire with the person concerned. They are clearly important to you in some way, and their involvement allows you both to focus on what you need. All we would say is think carefully about approaching them and how you will do so. Even though you might value

their conversations, are they someone you can talk to about your issues or not? If they are and they agree to try to give you what you need, then great. Agree with them on the importance of ongoing assessment of your updated conversations to ensure they become Conversations With Impact. If you decide not to ask them, that's ok. You can continue to benefit from the relationship, knowing that you will need to find someone else.

STEP TWO: ACTING ON YOUR DISCOVERIES

CONVERSATIONS WITH OTHERS

Important people, low scores?

What if low scores apply to someone significant to you in some way, someone you have to talk to? At Conversations With Impact, we are acutely aware that people can't always change partners or bosses, even if they want to. So, when it comes to such people and your conversations with them, you have to be kind to yourself, even selfish (in a good way), by asking if:

- You have the ability or inclination to talk to them about what you need
- They are someone who will be receptive to changing how they speak to you.

If you decide not to try, please back yourself in making this decision. Feeling guilty, deceitful or ashamed can be easy because you lack the courage. Please don't. If you have issues this person can't or won't help you with, you have every right to seek someone who can and will.

A final thought. If the outcome of finding someone else who can give you a Conversation With Impact is increased self-confidence, this presents you with an interesting dilemma. Do you return to this 'important' person and ask for an improved conversation, assuming they are still in your life? If you do because the decision is more about marking your progress than whether they agree to change how they talk to

you, I'd say go for it. If they are amenable, how amazing would that be? But if they aren't, you are now in a position to decide whether this person needs to remain a part of your life—a win-win situation.

Need someone new to talk to?

If completing our Questionnaires makes it clear you need someone new to talk to, here are some points to consider. Explain to whoever you find that you are talking to them because your existing conversations are not making the difference you are after. Show them your Questionnaires and scores, being specific about the qualities and characteristics you are looking for. If they can provide them, then great, but if they can't, no hard feelings. Finding someone who can give you a Conversation With Impact is important, and what is important is worth taking time for.

Remember, all that matters is your transformation into the person you want to be, living the life you want to be living, which are outcomes only a Conversation With Impact can deliver.

STEP THREE: WHAT TO TALK ABOUT AND TO WHOM?

Listed below are the areas where we will all find the causes of our difficulties and where we will all need to find solutions. Look through the list and complete the activity underneath.

- Yourself: identity, role and status; self-esteem and self-worth
- Home and family life
- Relationships – personal and professional
- Work, career and professional development
- Health and wellbeing
- Financial
- Lifestyle
- Social
- Cultural
- Environment
- Past, present and future

ACTIVITY

Using a 0-10 scale, where 0=an area in great shape and 10=an area in very poor shape, allocate numbers that capture how you currently feel about each area. As a general rule:

- Areas scored 7 or above require immediate attention
- Areas scored 5 or 6 require attention soon
- Areas scored 4 or below can be nurtured or even left alone.

This activity aims to be diagnostic. Looking at your scores, what do they suggest you should be talking about, and to whom? For example, if your professional transformation is a priority, can you turn to your existing support network, or do you need to find someone new, such as a Careers Coach? Or, if your past is the most pressing concern because of trauma, do you need someone experienced in this field? Remember, only Conversations with Impact can make the difference you are after. There is no point in choosing someone who can't give you what you need.

STEP THREE: WHAT TO TALK ABOUT AND TO WHOM?

HOW TO HAVE A CONVERSATION WITH IMPACT

At a practical level, the 'how' can happen as soon as you act on your questionnaires' outcomes e.g., by changing how you talk to yourself, asking a partner for an improved conversation or finding a professional to work with. Once started, focus on the qualities and characteristics you need from these conversations, assessing their impact by regularly completing new questionnaires. If you are not moving forward, new questionnaires will enable you to find out what is missing and will explain your lack of progress, and if you are progressing, they will show you why. If it becomes clear that your conversations are not having the desired impact, consider how you and the people you are talking to can get back

on track by finding more of the qualities and characteristics you need. And if it doesn't prove possible? Be kind to yourself and find someone new to talk to.

At an emotional level, assessing what you are and are not capable of when it comes to having Conversations With Impact will be essential. If you feel confident, then there is no stopping you. However, if you feel unconfident, whoever you speak to must make you feel safe. Talk to a professional like a life coach or therapist if in doubt. Work with them until you can ask for a Conversation With Impact from anyone. Whatever your starting point, commit to having Conversations With Impact.

