

# Powerful Conversations

with Steve Levin, MCC • [www.leadingchange.net/pc](http://www.leadingchange.net/pc)



## Make the Shift in Mindset

Reactive	→	Generative
Explaining	→	Exploring
Judging	→	Discerning
Closed	→	Open
Isolated	→	Connected
Defy/Comply	→	Engage/Commit
Victim of Past	→	Owner of Future

## Excerpts from the Toolkit

Listen beyond understanding...  
so they feel deeply understood.

Expose the breakdown, then  
support the breakthrough.

Listen to their story, but pay  
closer attention to their presence.

Challenge and support  
at the same time.

Beneath every complaint is a  
commitment. Use it well.

Tough conversation? Say only  
what is true, useful, & respectful.

Filter out toxic thinking.  
Focus on building a better future.

Encourage big thinking.  
Support small actions.

Treat others as  
whole, creative, and resourceful.

## Stages of a Powerful Conversation

### 1. Get to What Really Matters

- Listen to their story, attune to what they reveal
- Connect with the core of their concerns
- Introduce a more useful frame
- Create value within 10 minutes

### 2. Generate Fresh Insights

- Disrupt thought habits that keeps them stuck
- Address gaps in logic and flat spots in feeling
- Resolve tension between apparent opposites
- Refocus on what is truly authentic

### 3. Explore from a New Point of View

- Shift identity from “victim” to “owner”
- Experiment with new approaches
- Test for consistency and resolve
- Evoke a bold stand for a desired future

### 4. Move from Intention to Results

- Turn vague ideas into clear choices
- Design small, specific steps to success
- Set up structures for support
- Track progress and make course corrections