




Leadership Conversation Starters



Using the “stop light model” can be a helpful way to get conversations starting.

Tip #1: You will notice people’s general tendency to talk about the “red light” stuff first. In many cases, that may be all they want to talk about. Be sure you slow down and help that person identify “green light” topics as well. It is the green light stuff that helps us build resilience and more of what is working.

Tip #2: Remember the important role of active listening. Repeat, paraphrase or reflect back what the person has shared. Active listening helps them slow down to really reflect on these three areas.

Description	Questions to ask
<p>Green light: The stuff that is going well.</p> 	<ol style="list-style-type: none"> 1. What is working that we need to do more of ____? How? 2. What have you done to help ____ go well? 3. What has been a pleasant surprise lately? 4. What is a problem or issue you recently helped resolve? 5. Who has been a good resource or support for you lately?
<p>Yellow light: The stuff that is OK, but could be tweaked to be better.</p> 	<ol style="list-style-type: none"> 6. What is going ok, but could be better? 7. What could we tweak to make even better? 8. Where could you have more influence? 9. Who are you building a stronger relationship with right now? 10. What are some resources that have helped you do your job that we could use in other places?
<p>Red light: The stuff that really needs to stop, go away and end.</p> 	<ol style="list-style-type: none"> 11. What gets in the way of you getting your work done? 12. What are the things you think about that drag you down? 13. What is causing you anxiety at work? 14. Give me an example of something that turned out differently than you expected. 15. What is a process that is not working like we intended?
<p>Questions to help people respond to the red light issues.</p>	<ol style="list-style-type: none"> 16. What can you control in what is in your way? 17. Given ____ issue, what is in your control? 18. It may feel like this is out of your control. What can you control? 19. How can you let go? 20. What can you focus on to keep you moving forward?