



Better Conversations

What Went Well?

From Module 5

Combining the “What went well?” question with with the Evidence|Inference|Impact model can be used in a multitude of ways and both before and after a conversation, such as:

- Noticing where previous conversations have gone well
- Part of performance appraisals
- Appreciation of things/person/behaviour with
 - Teens and children
 - Life partner
 - Work colleagues

Sequence of questions:

1. Ask about the context such as “Thinking about this course”
2. Ask “what’s something that has gone well ?”
3. Then check for
 - a. **evidence**. Think about what you have heard - is it something you can see or hear and would someone else be able to see or hear it too?
 - i. If not then ask “what would were you seeing or hearing that told you that?”
 - b. **impact** “what was that like?”
 - c. and/or **inference** “is there anything you assumed or inferred from the evidence?”