



Conversational Capacity worksheet

Business leaders are responsible for creating a culture that enables people to work and learn together in a consistent, purposeful, and highly-productive way. Use this worksheet to keep yourself in check.

- What are the big changes and [challenges](#) we're facing as a team or organization? Are we working together in a "smart" way to address them well?
- How many aspects of difference or diversity can we identify on the team?
- When it comes to how we work together, how well do we use our differences to spark deeper, more profound learning?
- On a scale of 1-10, how would I rate the [conversational capacity](#) of my team? Would others on the team rate it the same way? If differently, why?
- Do I see moments when *curiosity* is lower than it should be? If so, how does it affect our team's performance?
- Do I see moments when *candor* is lower than it should be? If so, how does it affect our team's performance?
- How well does negative information flow across our organizational boundaries? Up and down the hierarchy? Between people and groups?
- In what ways does my behavior *strengthen* the conversational capacity of the team? (Either by things I am doing or things I am not doing.)
- In what ways does my behavior *weaken* the conversational capacity of the team? (Either by things I am doing or things I am not doing.)
- What can I do to start building my own conversational capacity?
- What can we begin doing to build the conversational capacity of our team so we're working smarter, faster, and together when it counts?
- Is there someone who would bring more value to our team if they ramped up their *candor*? If so, how might we help them?
- Is there someone who would bring more value to our team, and participate in a more constructive way, if they increased their *curiosity*? If so, how might we help them?