

WHAT MATTERS TO YOU CONVERSATIONS

A “how to” guide

WHY?

- Improves communication, human connection and shows others we care
- We often learn something new
- Avoids our personal judgements
- Gives people permission & opportunity to be honest about what matters most to them
- Useful for in-depth or focused conversations

BEFORE

- Is there someone else you should be involving?
- Do they have any communication or information needs?
- Check it's the right time and place for the person and you

ASK

- Be curious, be kind, be present.
- Example of open questions : ‘what matters most to you right now/today/in the future?’, ‘what’s worrying you most?’, ‘what/who is most important to you?’, ‘how can I best support you?’, ‘what makes a good/bad day for you?’, ‘is there anything I can do to make things better?’, ‘is there ‘anything else you think I should know?’

LISTEN

- Show you're listening – verbal and non-verbal affirmation
- Reflect back what you've heard
- Listen for cues – follow up with questions if clarity needed

DO

- Active listening = doing
- Explore quick wins and discuss what may need more planning
- Mutually agree on actions or signposting
- Sometimes it's not ‘doable’ – but explain why and explore further what it is that really matters most and what is possible

AFTER

- Record the conversation (as appropriate)
- Follow up on agreed actions
- Reflect on your learning