

IMPROVEMENT DIALOGUE CARDS

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MANAGEMENT 3.0

**PERSONAL
STATEMENTS**

What I'm expected
to do is...

**PERSONAL
STATEMENTS**

I believe I'm quite
good at...

**PERSONAL
STATEMENTS**

I was complimented
because...

**PERSONAL
STATEMENTS**

My work can be
difficult because...

**PERSONAL
STATEMENTS**

The way my work goes
well for me is...

**PERSONAL
STATEMENTS**

What I like about this
job is...

**PERSONAL
STATEMENTS**

I learned a
lot when...

**PERSONAL
STATEMENTS**

I want to learn
more about...

**PERSONAL
STATEMENTS**

What I did since the
last time we met is...

**PERSONAL
STATEMENTS**

What I'm working
on right now is...

PERSONAL STATEMENTS	PERSONAL STATEMENTS	PERSONAL STATEMENTS	PERSONAL STATEMENTS	PERSONAL STATEMENTS
The reason I can be blocked is...	I can see my progress when...	What I will do before the next time we meet is...	I can improve the quality of my work by...	I cannot be myself when...
PERSONAL STATEMENTS	PERSONAL STATEMENTS	PERSONAL STATEMENTS	PERSONAL STATEMENTS	PERSONAL STATEMENTS
The reason I care is...	What I need most is...	My important values are...	I am motivated by...	My long-term purpose is...

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

The reason I am
at risk is...

I see the
opportunity to...

I don't want to feel
responsible for...

I want to be held
accountable for...

I step out of my
comfort zone when...

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

What I don't dare to
do yet is...

I'm helping
myself when...

I can delight
others by...

What I'd like to
change in myself is...

I'm proud of
myself when...

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

One question that I
should ask is...

What I believe but
cannot prove is...

What seems to be
happening is...

The way I have been
surprised is...

I need more
clarity because...

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

**PERSONAL
STATEMENTS**

I haven't done
everything I can
because...

I could feel more
energized by...

One thing I should
stop doing is...

The boldest step for
me would be to...

The reason
I feel happy
sometimes is...

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

What I expect from
our conversations is...

The good thing
about our
conversations is...

We were both
complimented
because...

Our conversations
can be difficult
because...

The way we do
things well is...

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

**RELATIONAL
STATEMENTS**

What I appreciate
in our sessions is...

What we both have
learned is...

What we both
can learn more
about is...

What we both did since
our last session is...

What we both
should be doing
now is...

**RELATIONAL
STATEMENTS**

The reason our
conversation can be
blocked is...

**RELATIONAL
STATEMENTS**

I can see we make
progress when...

**RELATIONAL
STATEMENTS**

What we should
do before our next
session is...

**RELATIONAL
STATEMENTS**

We can improve
the quality of our
sessions by...

**RELATIONAL
STATEMENTS**

Our conversation is
not optimal when...

**RELATIONAL
STATEMENTS**

The reason we
both seem to
care is...

**RELATIONAL
STATEMENTS**

What our
conversations
need most is...

**RELATIONAL
STATEMENTS**

Our important
values are...

**RELATIONAL
STATEMENTS**

We are both
motivated by...

**RELATIONAL
STATEMENTS**

Our long-term
purpose is...

**RELATIONAL
STATEMENTS**

The reason our
conversations are
at risk is...

**RELATIONAL
STATEMENTS**

Our conversations
have the
opportunity to...

**RELATIONAL
STATEMENTS**

We should not be
responsible for...

**RELATIONAL
STATEMENTS**

We are both held
accountable for...

**RELATIONAL
STATEMENTS**

We step out of
our comfort
zones when...

**RELATIONAL
STATEMENTS**

What we don't
dare to do yet is...

**RELATIONAL
STATEMENTS**

I could support
you when...

**RELATIONAL
STATEMENTS**

You can help
me out by...

**RELATIONAL
STATEMENTS**

What I'd like to
change in our
sessions is...

**RELATIONAL
STATEMENTS**

I'm proud of us
both when...

**RELATIONAL
STATEMENTS**

One question that
you should ask is...

**RELATIONAL
STATEMENTS**

What we seem
to believe but
can't prove is...

**RELATIONAL
STATEMENTS**

What's emerging in
our conversation is...

**RELATIONAL
STATEMENTS**

The way our
sessions have been
surprising is...

**RELATIONAL
STATEMENTS**

We both need
more clarity
because...

**RELATIONAL
STATEMENTS**

We have not
done everything we
can because...

**RELATIONAL
STATEMENTS**

We could both feel
more energized by...

**RELATIONAL
STATEMENTS**

One thing we
can both stop
doing is...

**RELATIONAL
STATEMENTS**

The boldest step
for us would
be to...

**RELATIONAL
STATEMENTS**

The reason our
sessions can feel
good is...

**ORGANIZATIONAL
STATEMENTS**

What I expect from
the organization is...

**ORGANIZATIONAL
STATEMENTS**

The organization is
very good at...

**ORGANIZATIONAL
STATEMENTS**

The organization
was complimented
because...

**ORGANIZATIONAL
STATEMENTS**

Our organization
can be difficult
because...

**ORGANIZATIONAL
STATEMENTS**

The way the work
in the organization
goes well is...

**ORGANIZATIONAL
STATEMENTS**

What I appreciate
about the
organization is...

**ORGANIZATIONAL
STATEMENTS**

The organization
has learned to...

**ORGANIZATIONAL
STATEMENTS**

What the
organization should
learn is...

**ORGANIZATIONAL
STATEMENTS**

Since our
previous session, the
organization has...

**ORGANIZATIONAL
STATEMENTS**

What the
organization should
be doing now is...

**ORGANIZATIONAL
STATEMENTS**

The reason our
organization can
be blocked...

**ORGANIZATIONAL
STATEMENTS**

I can see the
organization make
progress when...

**ORGANIZATIONAL
STATEMENTS**

Before our next
session, the
organization should...

**ORGANIZATIONAL
STATEMENTS**

The organization
should improve
quality by...

**ORGANIZATIONAL
STATEMENTS**

The organization
does not perform
well when...

**ORGANIZATIONAL
STATEMENTS**

The reason the
organization
cares is...

**ORGANIZATIONAL
STATEMENTS**

What the organization
needs most is...

**ORGANIZATIONAL
STATEMENTS**

The important
values in the
organization are...

**ORGANIZATIONAL
STATEMENTS**

The organization
seems to be
motivated by...

**ORGANIZATIONAL
STATEMENTS**

The long-term
purpose of the
organization is...

ORGANIZATIONAL STATEMENTS

The reason the organization is at risk is...

ORGANIZATIONAL STATEMENTS

The organization has the opportunity to...

ORGANIZATIONAL STATEMENTS

The organization is not responsible for...

ORGANIZATIONAL STATEMENTS

The organization is held accountable for...

ORGANIZATIONAL STATEMENTS

The organization is out of its comfort zone when...

ORGANIZATIONAL STATEMENTS

What the organization doesn't dare do is...

ORGANIZATIONAL STATEMENTS

I'm delighting others in the organization when...

ORGANIZATIONAL STATEMENTS

The organization should support me when...

ORGANIZATIONAL STATEMENTS

What I would change in the organization is...

ORGANIZATIONAL STATEMENTS

I'm proud of our organization when...

ORGANIZATIONAL STATEMENTS

One question the organization should ask is...

ORGANIZATIONAL STATEMENTS

What the organization believes but can't prove is...

ORGANIZATIONAL STATEMENTS

What's emerging in the organization is...

ORGANIZATIONAL STATEMENTS

The way the organization has been surprised is...

ORGANIZATIONAL STATEMENTS

The organization needs more clarity because...

ORGANIZATIONAL STATEMENTS

The organization hasn't done all it can because...

ORGANIZATIONAL STATEMENTS

The organization could be more energized by...

ORGANIZATIONAL STATEMENTS

One thing the organization could stop doing is...

ORGANIZATIONAL STATEMENTS

The boldest step for the organization would be to...

ORGANIZATIONAL STATEMENTS

The reason the organization can feel happy is...

ENVIRONMENTAL STATEMENTS

What customers can expect from us is...

ENVIRONMENTAL STATEMENTS

A good change among customers is...

ENVIRONMENTAL STATEMENTS

Our customers should be complimented because...

ENVIRONMENTAL STATEMENTS

Our customers can be difficult because...

ENVIRONMENTAL STATEMENTS

What our customers do well is...

ENVIRONMENTAL STATEMENTS

What I appreciate about customers is...

ENVIRONMENTAL STATEMENTS

Our customers have learned to...

ENVIRONMENTAL STATEMENTS

What our customers should learn is...

ENVIRONMENTAL STATEMENTS

After our previous session, our customers have...

ENVIRONMENTAL STATEMENTS

What our customers should be doing now is...

**ENVIRONMENTAL
STATEMENTS**

The reason our
customers can be
blocked is...

**ENVIRONMENTAL
STATEMENTS**

I can see
customers making
progress when...

**ENVIRONMENTAL
STATEMENTS**

Before our
next session, our
customers should...

**ENVIRONMENTAL
STATEMENTS**

Our customers
expect quality when...

**ENVIRONMENTAL
STATEMENTS**

Our customers
cannot perform
well when...

**ENVIRONMENTAL
STATEMENTS**

The reason our
customers care is...

**ENVIRONMENTAL
STATEMENTS**

What our customers
need most is...

**ENVIRONMENTAL
STATEMENTS**

The important values
for customers are...

**ENVIRONMENTAL
STATEMENTS**

Our customers
seem to be
motivated by...

**ENVIRONMENTAL
STATEMENTS**

The long-term
purpose of our
customers is...

**ENVIRONMENTAL
STATEMENTS**

The reason our
customers are
at risk is...

**ENVIRONMENTAL
STATEMENTS**

There is an
opportunity for our
customers when...

**ENVIRONMENTAL
STATEMENTS**

Our customers are
not responsible for...

**ENVIRONMENTAL
STATEMENTS**

Our customers
can be held
accountable for...

**ENVIRONMENTAL
STATEMENTS**

Our customers are
out of their comfort
zone when...

**ENVIRONMENTAL
STATEMENTS**

What customers
don't dare to do is...

**ENVIRONMENTAL
STATEMENTS**

We're delighting
our customers
when...

**ENVIRONMENTAL
STATEMENTS**

Our customers
could support
us when...

**ENVIRONMENTAL
STATEMENTS**

What I would
change about
customers is...

**ENVIRONMENTAL
STATEMENTS**

I'm proud of our
customers when...

**ENVIRONMENTAL
STATEMENTS**

One question our
customers should
ask is...

**ENVIRONMENTAL
STATEMENTS**

What customers
believe but cannot
prove is...

**ENVIRONMENTAL
STATEMENTS**

What's emerging
among customers is...

**ENVIRONMENTAL
STATEMENTS**

The way our
customers have been
surprised is...

**ENVIRONMENTAL
STATEMENTS**

Our customers
need more clarity
because...

**ENVIRONMENTAL
STATEMENTS**

Our customers
haven't done all
they can because...

**ENVIRONMENTAL
STATEMENTS**

Our customers
could be more
energized by...

**ENVIRONMENTAL
STATEMENTS**

One thing our
customers should
stop doing is...

**ENVIRONMENTAL
STATEMENTS**

The boldest step
for our customers
would be to...

**ENVIRONMENTAL
STATEMENTS**

The reason our
customers can feel
good is...