

## **Shifting External Conversations**

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### **FORMAT:**

Small group discovery process.

Duration: 80 minutes

### **PURPOSE:**

To practice shifting external conversations, with feedback and coaching.

### **SETUP:**

Chairs in small circles, six to eight.

### **INTRO / BACKGROUND:**

### **INSTRUCTIONS / PROCEDURE:**

"Think of three people in your workaday world with whom you know that you have a conflict of conversations. This could be suppliers, sales people, managers, clients, fellow workers, office staff, anyone in the organization or who you interact with as a matter of doing your work. Put your hand up when you have thought of three people. This can be a conflict over the tiniest of things."

"If you can't think of three people, think of two people."

"Decide which one of you will go first and put your hand up."

"Select the most difficult of these people you imagined and tell your partner that this is who they are. It doesn't matter if they are a man and the person they are supposed to be is a woman. Your partner is that person. Tell them just a little about this person they are to become so that they can act like them and speak to you like them."

"Then call them up on the phone and create possibility for them. Create a shift in the conversation."

- I demonstrate. Point out some details of how you did what you did. Ask for questions.
- Have them begin. Give them 3 to 5 minutes. Have them stop.
- Have their partner give them feedback as to how they did.
- If they made mistakes have them not feel bad about it. It is just a "BEEP!"
- Switch roles. Go again.

- Stop. Have them get feedback.
- Have people sit down. Ask, "What did you learn?"
- Have them slowly walk around the room, checking out the other people.
- Say, "Notice the different ways your body automatically responds to each of the other people as you walk by them."
- Say, "Find someone with whom you have a conflict of conversations. You can actually detect this in your body by noticing a tightening or fearful reaction. Pair up with one of these people and face each other."
- Do a demonstration. (Actually find a real person in the room with whom you have a conflict of conversation. Do not fake this. Do not pretend.) Ask them if they have the same experience of a conflict of conversation with you. Then proceed to shift the external conversation.
- After the conversation has shifted, ask the person what they experience now.
- Ask for questions, and explain details about what how you created what you created.
- Have them begin. Give them 5 to 7 minutes. Have them stop.
- Have their partner give them feedback as to how they did.
- If they made mistakes have them not feel bad about it. It is just a "BEEP!"
- Switch roles. Go again.
- Stop. Have them get feedback.
- Have people to sit down. Ask, "What did you learn from this experience?"
- Have them stand up, select another person which whom they have a conflict of conversation and partner up. Do the exercise again.
- Have them stop and sit down.
- Ask, "What have you realized about creation?"

## **DEBRIEF:**

Sharing