

CONVERSATIONS THAT MATTER

What is ‘Conversations that Matter’?

This is a conversation kit with useful questions that you can use at any time in your life to help you talk about what matters with people you care about.

*What do we value most in life?
What makes us happy?
How do we want to be remembered?*

Why is this important?

It's often people closest to us that we find it hardest to talk to and share with. Some topics are not easy to raise, and we might worry about how someone would feel talking about them. During times in our lives when we should be most having these conversations that matter, it is often hardest to do so. But reflecting and understanding what is actually meaningful for us is profoundly important and enriching. When we have these conversations with family, friends and neighbours, we make important connections with each other, understand what truly matters and are better able to make the most out of life.

“We don't really talk, we just get on with it. The only things we talk about are practical, we're worried about the finance, (...) that sort of thing.

Charlotte and her sister are caring for their mother

“What could have helped? Just someone to spend time with us and listen. Just to sit and make conversation and to reminisce about happy times. Not a counselor, just someone who is interested.”

Joe, 66, who recently lost his wife

Who is this for?

Families, friends, neighbours, colleagues, patients from all ages. The idea is to influence communities and professional culture to talk about it by offering tools which are flexible and can be used according to each person or situation. There is no such thing as one right way to do it and that's why the tools were designed to be used according to how you wish to use it.

We'd love to have an informal conversation with you to hear about your experience!

**Better
Endings**

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How do I use it?

1. The kit

The questions are just meant to kick off the conversation, while the visual cards work as a prompt to stimulate conversation when you feel it's getting stuck. They can trigger memories and personal reflections. For the rest; trust your instinct!

2. Keep in mind...

that there is no right or wrong time to use this kit. However, the sooner these conversations happen the sooner you can focus on what is most important for you and the people you care about. Introducing the tool as a playful way to talk about things that matter, and mentioning you have a 'game' that might support you to do so, is a good way to get it started.

that there's no 'one size fits all' when it comes to have conversations that matter. Feel free to use the kit however feels best for you and your situation; use it according to what you'd like to take from the conversation.

what kind of conversation you'd like to have, and what questions you think would support this best. You can select your favourite questions or remove some from the list so you can focus on what matters the most. Remember to not underestimate the people you speak with: they might be really open to speak about topics you consider to be too delicate. The conversation will be lead by both of you; the person you speak with can choose which questions they do, and which ones they don't want to talk about.

that it's OK to show emotions! Some questions will trigger memories and reflections that might not always be so positive. But it is important for people to feel they have space and permission to share them with you.

remember it doesn't need to be a one-sided conversation and you should feel free to share your experiences and thoughts as well. Sometimes this might make the other people feel more comfortable, as they wouldn't be the only ones opening up. At the same time, remember you don't always have to do it - the feeling of being listened and silence spaces might open doors for people to develop their stories.

3. Using the cards

The questions' main goal is to inspire conversations about what actually matters in people's life in order to understand what is and was meaningful for them.

Feel free to build on the existing questions or come up with new ones. You can use all of them or select the considered more appropriate for each situation. You can choose the questions before or pick them up randomly. Remember to focus on what you want to learn and share and plan your experience of how to use this set based on that.