

PRACTICING CRUCIAL CONVERSATIONS

Remember that you have the ability to consciously choose your response. Improve your conversations and outcomes with practice using the framework adapted from *Crucial conversations: Tools for talking when stakes are high* by Patterson et al. (2012).



START WITH HEART

Stay focused on what you really want in this conversation. Check your behavior. Actively listen to learn. Avoid becoming a Victim, Blamer, or Complainer.



LEARN TO LOOK

Notice the emotion around the conversation for yourself and others. Create a safe environment and stay alert to concerns, including your own reaction under stress.



MAKE IT SAFE

Take responsibility for your role in the process. Apologize when appropriate. Look for the mutual purpose (shared interest). Demonstrate mutual respect, even if the other party isn't doing so.



MASTER MY STORIES

Understand that we all construct stories around situations; stay alert to separating fact from story.

STATE MY PATH (VIEW)

Tell your story. Ask for others' views. Talk tentatively (not abrasively). Encourage others to express their views, even if they differ from yours.



EXPLORE OTHER'S VIEWS

Be curious. Avoid unnecessary disagreement.

MOVE TO ACTION

Determine together how you will move forward. Clarify who will do what, by when, and how you will follow up. Include how you will give feedback and plan for accountability.

