

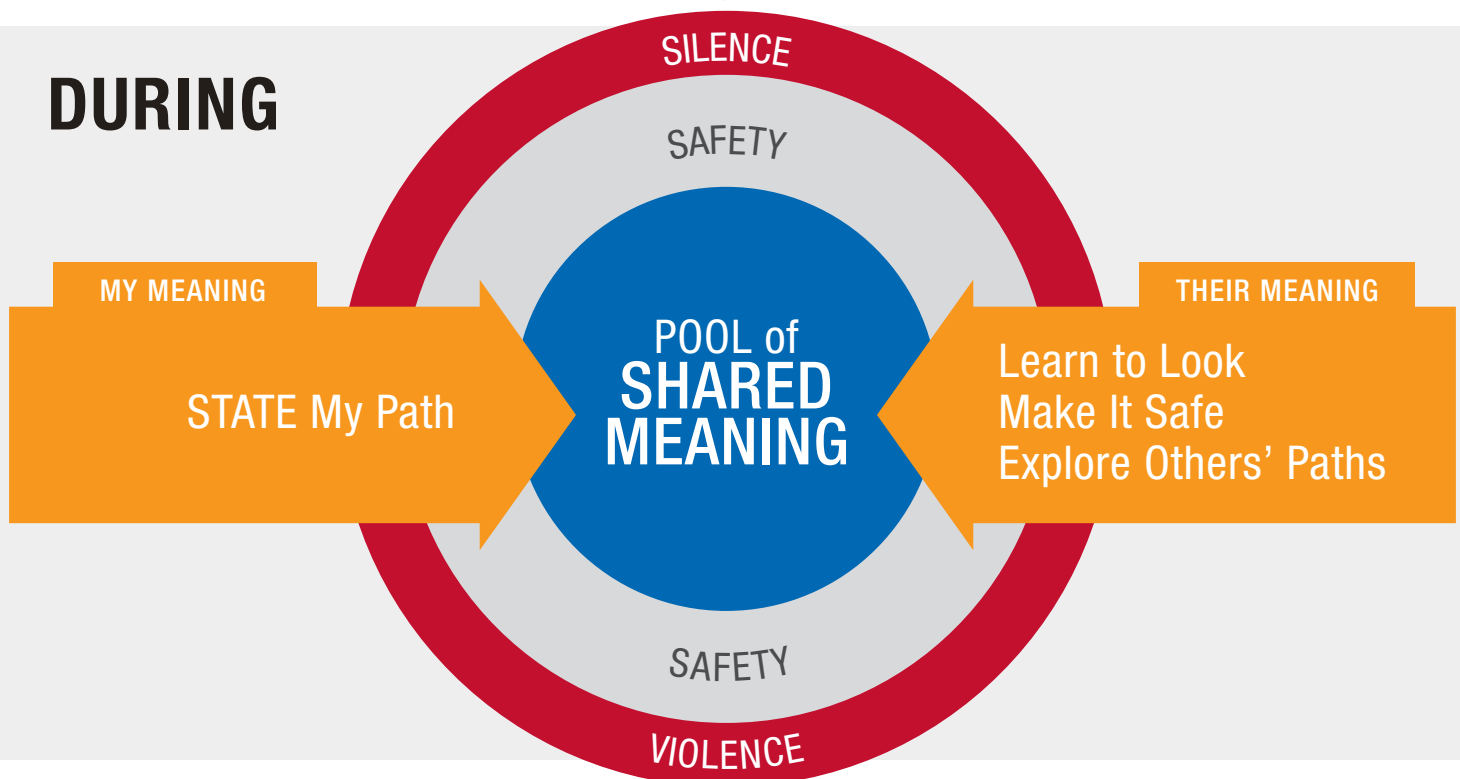
CRUCIAL CONVERSATIONS MODEL

BEFORE

WORK ON ME FIRST

Get Unstuck
Start with Heart
Master My Stories

DURING



AFTER

MOVE TO ACTION

Who does What by When
Follow up

crucial
conversations®

CONVERSATION PLANNER _____

Source/Reference Materials:

- **Crucial Conversations – Tools for Talking When Stakes are High/VitalSmarts**
Patterson, Grenny, McMillan & Switzler
- **Fierce Conversations: Achieving Success at Work & in Life**
Susan Scott

“At the heart of almost all chronic problems in our organizations, our teams and our relationships are crucial conversations – ones that we’re either not holding or not holding well.”

Patterson, Grenny, McMillan & Switzler

BEFORE

WORK ON ME FIRST

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Get Unstuck

1. Where do you feel stuck (personally or professionally)?

2. Unbundle with CPR. Identify:

- a. Content Issues: _____
- b. Pattern Issues: _____
- c. Relationship Issues: _____

3. Which issue do you need to address, and with whom, in order to get unstuck?

Start with the Heart

Ask these questions when you find yourself skipping out of dialogue or as reminders when you prepare to step up to a crucial conversation.

4. What do you really want:
 - a. For yourself? _____
 - b. For the other person? _____
 - c. For the relationship? _____
 - d. For the team/family/org (if applicable)? _____

5. How would you behave if you really wanted those results?

Master My Stories

6. What stories are you telling yourself about the situation or the person (Victim, Villain, Helpless)?

7. Tell the rest of the story: Ask:

a. What am I pretending not to notice about my role in the problem?

b. Why would a reasonable, rational and decent person do this?

c. What should I do right now to move toward what I really want?

8. Create a script for how you will begin the conversation. Start with facts, then tell your story, and be sure to end with a question that invites the other person into dialogue.

→ **60 Second Opening Statement** (*Fierce Conversations*, Susan Scott)

a. Name the issue.

"I want to talk with you about the effect _____ is having on ____."

b. Select a specific example that illustrates the behavior or situation you want to change.

"For example _____."

c. Describe your emotions around the issue.

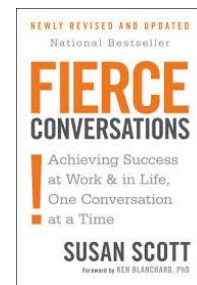
"I feel _____."

d. Clarify why this is important – what is at stake to gain or lose for you, others, the team, or the organization.

"From my perspective the stakes are high. _____ is at stake. And most importantly _____ is at stake."

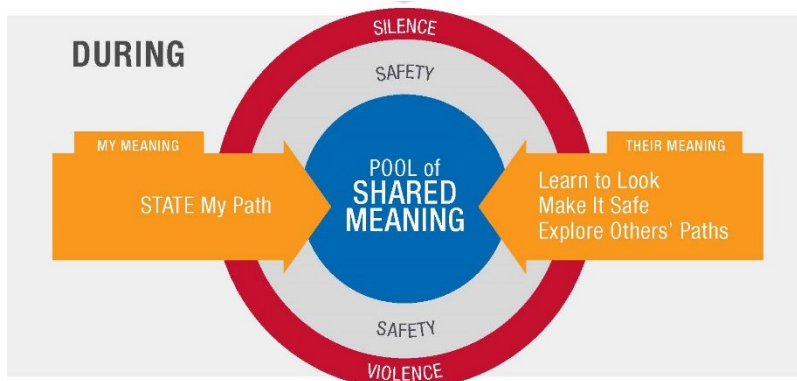
e. Identify your contribution(s) to the problem.

"I recognize my fingerprints. I have _____. For this, I apologize."



f. Indicate your wish to resolve the issue. *“I want to resolve this with you – (re-state the issue).”*

g. Invite your partner to respond. *“I sincerely want to understand your perspective. Talk with me.”*



My Meaning (share your meaning – see above script)

STATE My Path

Share your facts

Tell your story

Ask for others' paths

Talk tentatively

Encourage testing

Their Meaning

Learn to Look

“If you spot safety risks as they happen, you can step out of the conversation, build safety, and then find a way to talk about just about anything.”

Patterson, Grenny, McMillan & Switzler

9. What will be the cues for you to know that you’re not feeling safe?

10. What will be the cues that let you know the other person is not feeling safe? _____

Make It Safe

11. What is the worst possible response you could get with your crucial conversation?

12. What safety skills would you use to address it (apology, contrast, create mutual purpose)?

13. If the other person misunderstands your intent, what is a contrasting statement you could use?

Don't: _____

Do: _____

Explore Others' Paths

14. How could you use the "AMPP" (Ask, Mirror, Paraphrase, prime) skills to help the other person come out of silence or violence?

AFTER

MOVE TO ACTION

Who does What by When
Follow up

Move to Action

15. How will you establish a way to follow up after the crucial conversation?

a. Who: _____

b. Will do what: _____

c. By when: _____

d. How we'll follow up: _____