**VBA ELI Worksheet**

**Source/Reference Material: Crucial Conversations – Tools for Talking When Stakes are High**

Patterson, Grenny, McMillan & Switzler

Ask these “START WITH THE HEART” questions when you find yourself skipping out of dialogue or as reminders when you prepare to step up to a crucial conversation.

Thinking of your personal scenario …

1. What do I want for me?
2. What do I want for the other person?
3. What do I want for our relationship?
4. What do I want for my team/organization?
5. What step would I take if above true?
6. What is the outcome I want to cause?
7. Where do I want the relationship to be after the conversation?
   1. Worst case – maintain
   2. Best case - improve

**Fierce Conversations: Achieving Success at Work & in Life, by Susan Scott (2004)**

1. What is the issue?
2. Why is it bothering you? What gets you hooked?
3. What are your assumptions?
4. What emotions are attached to the situation?
5. What is your purpose in having the conversation? How do you plan to start?
6. What will happen if you have this conversation?
7. What will happen if you don’t have this conversation?

* **Preparing an Issue for Discussion**

1. The issue is:
2. It is significant because:
3. My ideal outcome is:
4. Relevant Background Information:
5. What I have done up to this point:
6. The help I want from the group is:

**🡪 60 Second Opening Statement**

1. Name the issue.   
*“I want to talk with you about the effect \_\_\_\_\_ is having on \_\_\_\_.”*

2. Select a specific example that illustrates the behavior or situation you want to change.  
*“For example \_\_\_\_\_\_\_\_\_\_\_\_\_\_.”*

3. Describe your emotions around the issue.  
*“I feel \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.”*

4. 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.”*

5. Identify your contribution(s) to the problem.  
*“I recognize my fingerprints. I have \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. For th*is, I apologize.”

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

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