

## Crucial Conversations Workshop By Steve Chupp, October 2018

### The Book:

*Crucial Conversations: Tools for Talking When Stakes Are High*, by Kerry Patterson and Joseph Grenny

What is a crucial conversation?



Effective \_\_\_\_\_ is the goal of crucial conversations.

\_\_\_\_\_ and \_\_\_\_\_ sabotage effective dialogue.

“You will never work through your differences until all parties freely add to the pool of meaning.” (p 156)

People only add to the pool of meaning when they feel \_\_\_\_\_.

Controlling our \_\_\_\_\_ promotes safety and better decisions.

We can change our emotions by retelling our \_\_\_\_\_ (interpretation of the facts.)



### The Path to Action

We live in the feeling of our thinking.

### STATE your path

- **Share** your facts – start with the least controversial and most persuasive facts; no conclusions
- **Tell** your story – what do the facts lead you to conclude
- **Ask** for others’ paths – their facts and stories
- **Talk** tentatively – I may be wrong
- **Encourage** testing – what am I not seeing

### Explore Others’ Paths – AMPP – 4 listening, prompting tools:

- **Ask** – show genuine interest in hearing their perspective; “Tell me more.”
- **Mirror** – Reflect back to the person how they are acting or coming across. “From the way it sounds, it doesn’t seem like everything is fine.”
- **Paraphrase** – rephrase what you heard in a way that invites more conversation
- **Prime** – if all else fails, try stating your best guess of their concern in a way that makes it ok for them to agree