

Crucial Conversations Chapter 11: Putting it all together

Tools for Preparing and Learning

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“How can I possibly keep all of this straight?”

TWO LEVERS

Two high-leverage ways of getting started with increasing your capacity to get to dialogue by becoming more conscious of these two key principles:

1. ***Learn to Look*** –
 - Recognize when you are in or out of dialogue
 - Ask: Am I or others in silence or violence
2. ***Make it safe*** –
 - Ask a question and show interest in another’s views
 - Apologies, smiles, “a brief time out”

HOW TO PREPARE FOR A CRUCIAL CONVERSATION

Review the table for what the crucial skills and questions are

LET’S SEE HOW IT ALL WORKS

1. Start with Heart
2. Learn to Look
3. Make it Safe
4. Master My Stories
5. STATE My Path
6. Explore others’ Paths
7. Move to Action

ITS NOT ABOUT COMMUNICATION, IT’S ABOUT RESULTS

Identify the crucial moments. Commit to the process. Invite others in. Share what you learn.