"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.