

An Introduction to Crucial Conversations



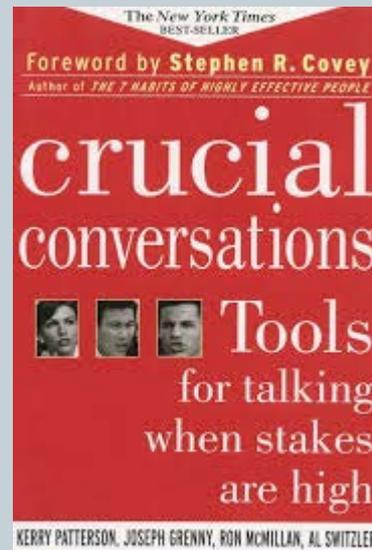
**(Or How to Avoid
Shootin' from the Lip)**

Today's Objectives

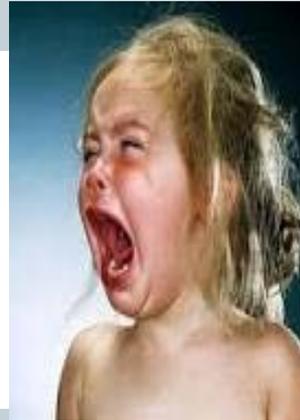


- **Introduce you to the principles of Crucial Conversations**
- **Identify what makes a conversation crucial**
- **Explore the principle of “Master My Story”**
- **Wrap up & Where to Get More Information**

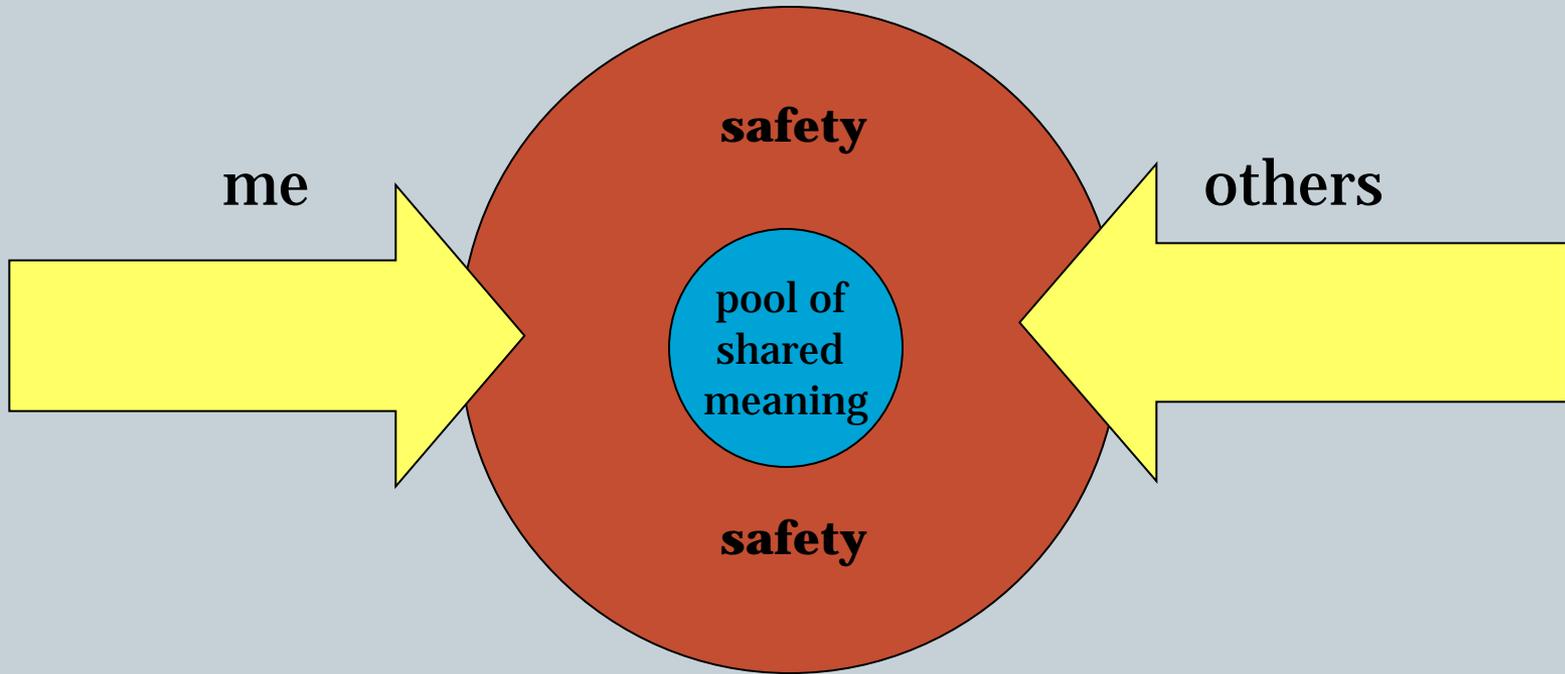
Where did this stuff come from?



How did you get your way as a kid?



DIALOGUE



Free Flow of Meaning



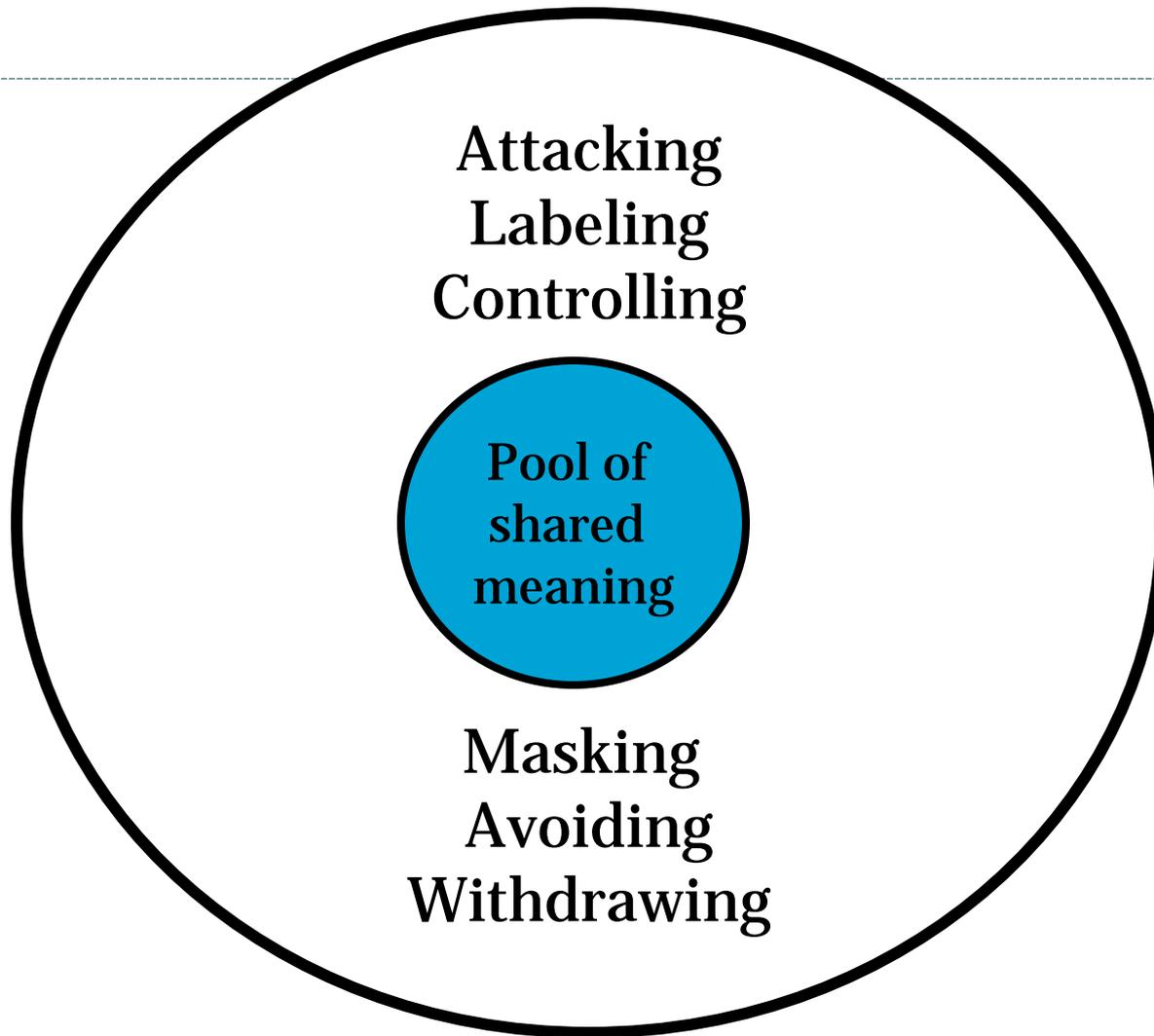
Goals of a Healthy Conversation	Goals of an Unhealthy Conversation
Learn Be curious Find the truth Produce results Strengthen relationships	Be right Look good Save face Keep the peace/Avoid conflict Win! Punish or Blame

Author of Crucial Conversations, Joseph Grenny says.....



“The difference between great organizations and the merely good is not how many problems they have. It is their capacity to talk about the problems.”

Where are you stuck?



How does this make you feel?

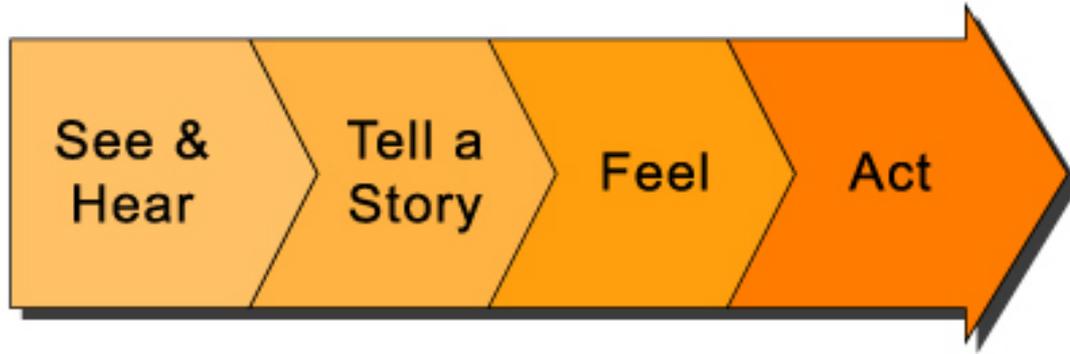


More from Joseph....



**“Our Stories create our emotions.
We create our stories.”**

The Path To Action



Stories We Tell Ourselves



What's the Story	Definition	How do I change it?
Victim	I am an innocent bystander. I played no role in the problem.	What am I pretending not to know about my role?
Villain	Other people are bad and wrong. They do what they do because they actually take pleasure in it. They enjoy seeing me suffer.	Why would a reasonable, rational person do/say this?
Helpless	There is nothing I can do to make things better so I have to use silence or act out ('violence').	What should I do right now to move towards what I really want?

Retracing My Path to Action



Facts	Story	Feeling	Action

State My Path



WHAT I SAY....

- **SHARE YOUR FACTS**
- **TELL YOUR STORY**
- **ASK FOR THE OTHER PERSON'S PATH.**

State My Path



HOW I SAY IT.....

- **TALK TENTATIVELY**
- **ENCOURAGE TESTING**

Putting it all together



HOLDING A DIFFICULT CONVERSATION EFFECTIVELY

First....Start with Heart & Clarify what you want to achieve



Then....



- **Master your Stories**
- **Prepare to STATE your facts in a specific and objective way.**
- **Be prepared to listen**
- **Agree to solutions and next steps**
- **Follow through!**



If you
want to
change
your
results,
change
your story.



Where to learn more?



CHECK OUT

WWW.VITALSMARTS.COM