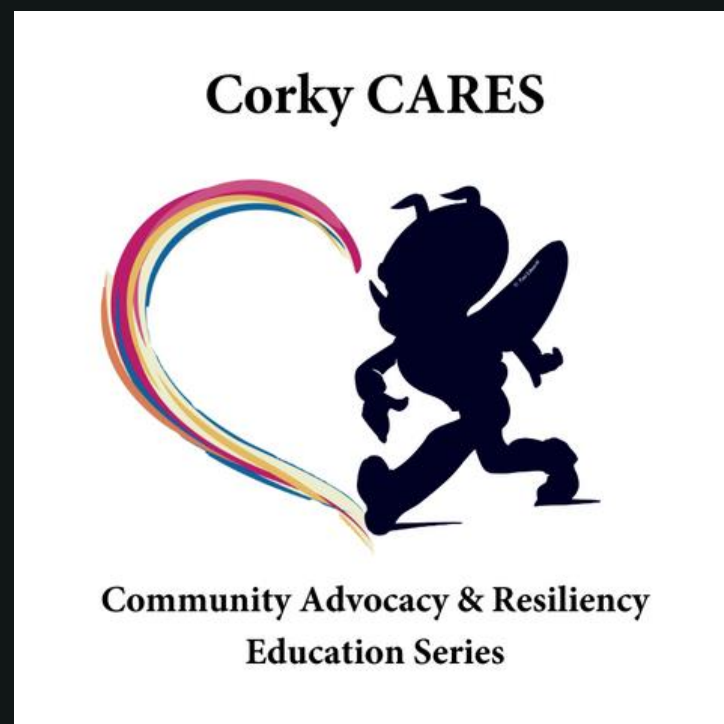


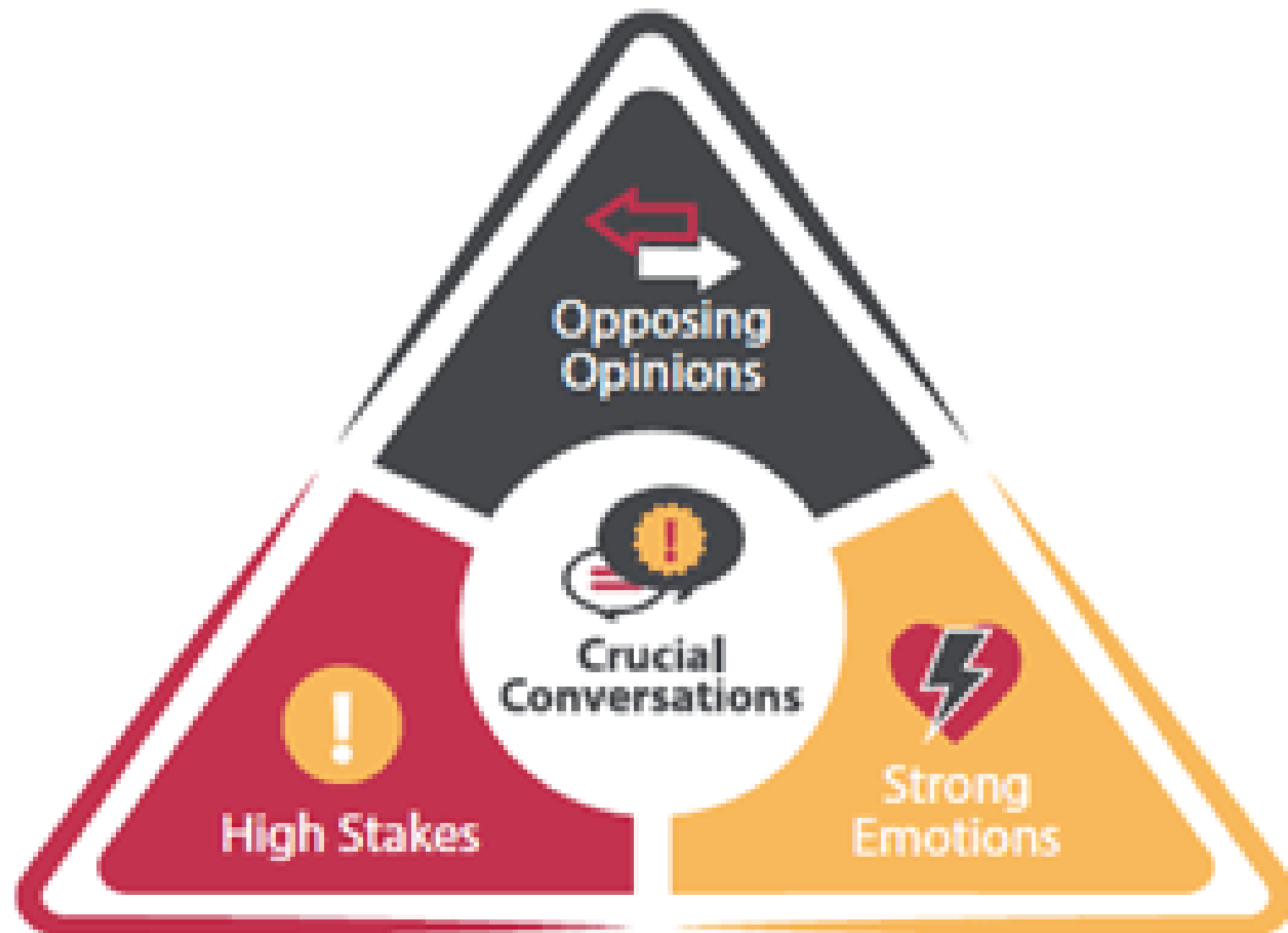
Crucial Conversations

What are they and why are they important?






Crucial Conversations



Defining Crucial Conversations

- High Stakes
 - Opposing Opinions
 - Strong Emotions
- 

Why It Matters

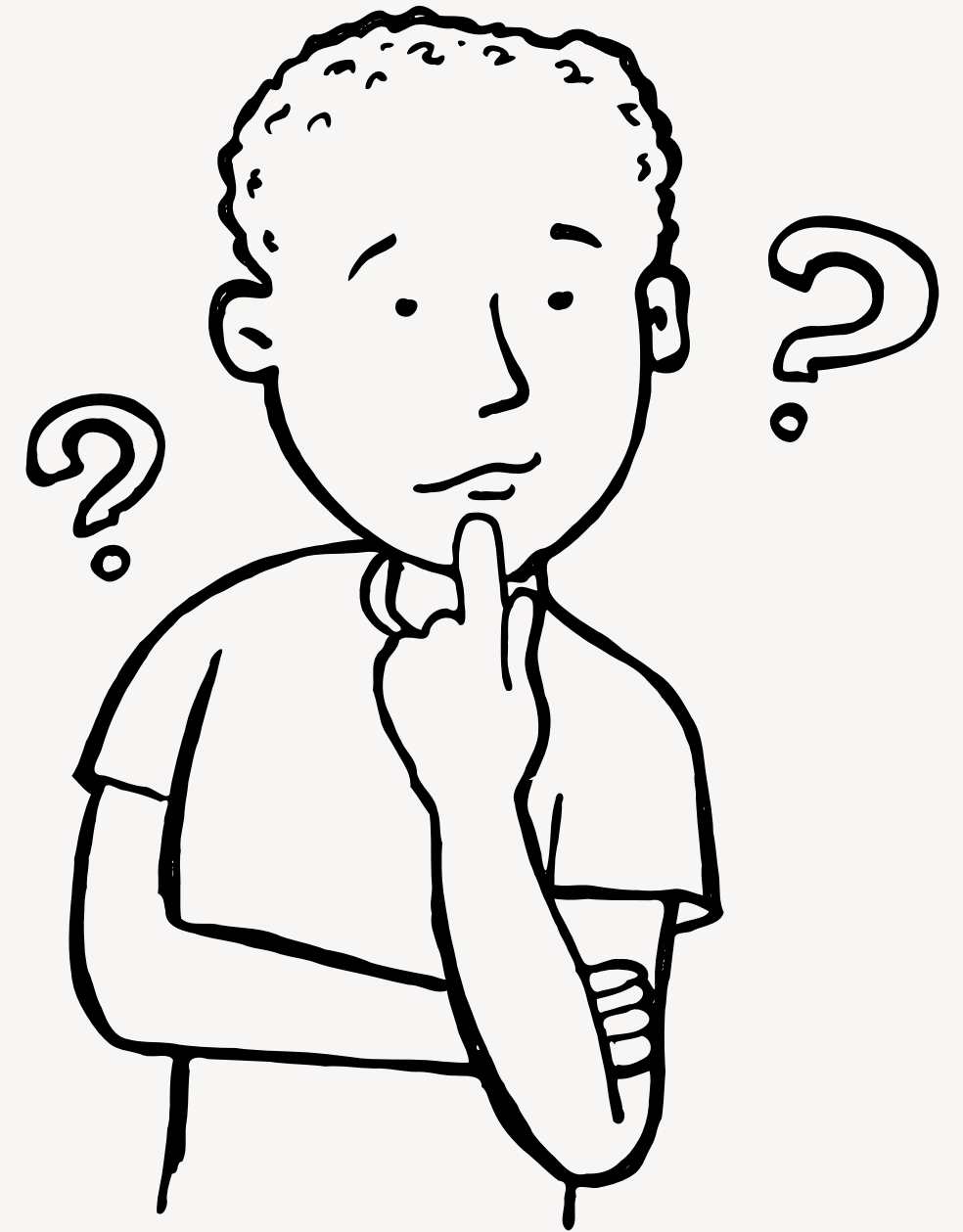
- Campus Culture
 - Support a culture of trust, respect, and empowerment
- Diversity
 - Make it possible to talk about difference and explore assumptions
- Campus Community safety and care
 - Encourage dialogue to support effective communication and support for care
- Learning Community
 - Support an environment for personal growth
- Mental and Physical Health
 - Dismissing conflict creates a toxic environment for everyone





Pre-work before entering into Crucial Conversations

- What do you want to happen based on your pending conversation?
- What do you NOT want to happen?
- Do you have safety concerns?



Get Unstuck

Be candid and respectful

"If you don't talk it out,
you'll act it out" - Joseph
Grenny





CPR

Understanding why you're stuck

Content - a single instance of a problem (may be the action itself or the immediate consequences)

Pattern - a recurring problem - a pattern of behavior

Relationship - how the problem is affecting your relationship

Start with Heart

- Focus on what you really want; for yourself, others, the relationship, etc.
- How does your behavior help or hinder what you want to achieve?
- What do you definitely NOT want to happen?
- How can your behavior help or hinder preventing this?



Positive Motives of Dialogue

Learn

Find truth

Get results

Build relationships

Unhealthy Motives

Be right

Look good/save face

Win


Punish, blame

Avoid conflict

Master My Story

Villain - Human
Victim - Empowered
Helpless - Able





STATE YOUR FACTS
TELL YOUR STORY
ASK FOR OTHER'S PATHS
TALK TENTATIVELY
ENCOURAGE TESTING



Start with what has been said or done

Talk about your conclusion

Encourage others to express their facts and stories

"In my opinion" or "Perhaps you were unaware" "Tell me more"

Invite opposing views and mean it



Make it Safe

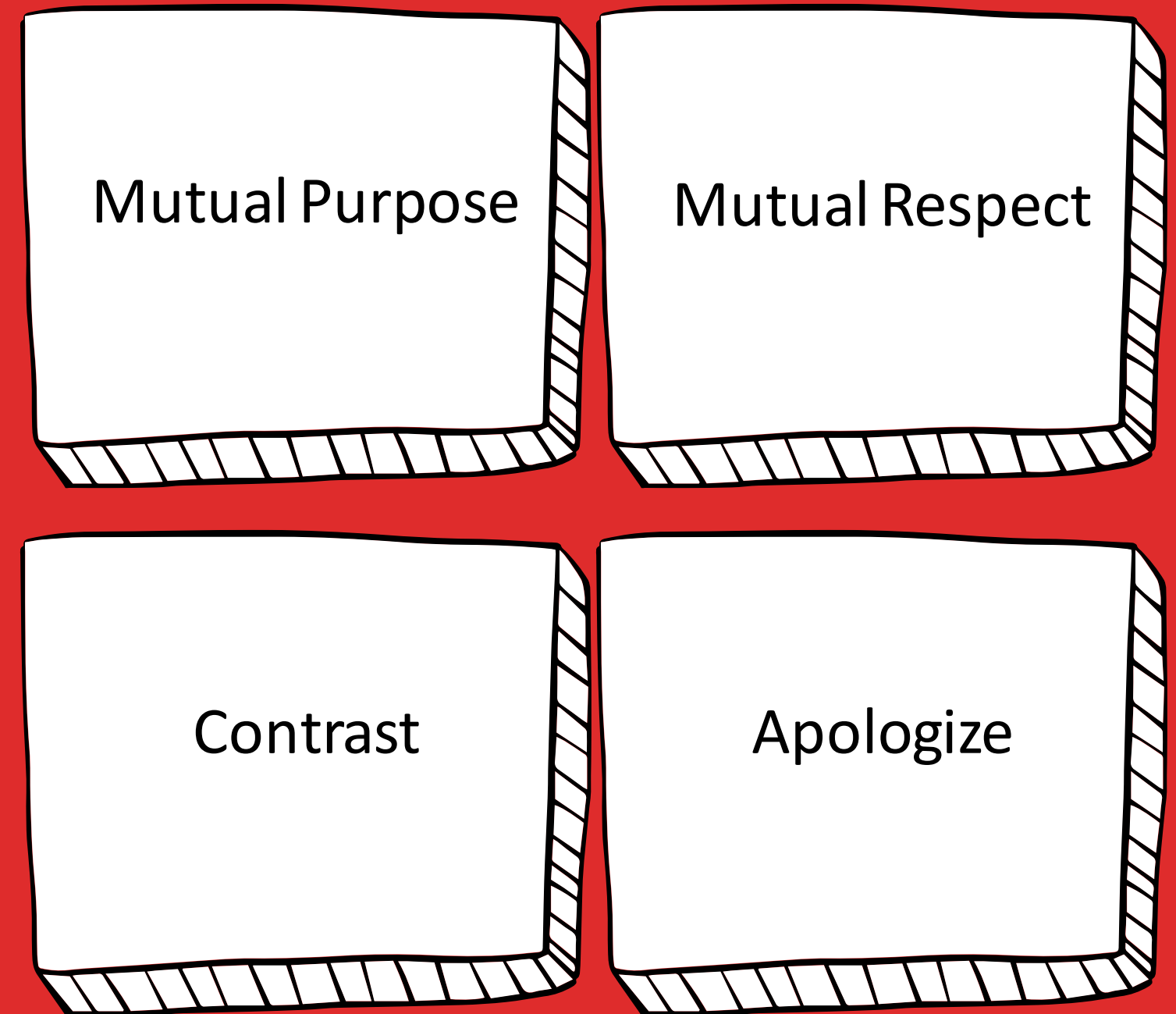
Clarify your intent while
understanding your impact

Commit to seek mutual purpose

Recognize purpose behind the strategy

Invent a mutual purpose

Brainstorm new strategies






Learn to Look

Signs of silence or violence

Step out of the content conversation and observe how the conversation is going

If you recognize either mutual purpose or mutual respect are at risk, step out of content of the conversation and re-establish safety



There are usually RED FLAG warnings indicating trouble

Explore Others' Paths

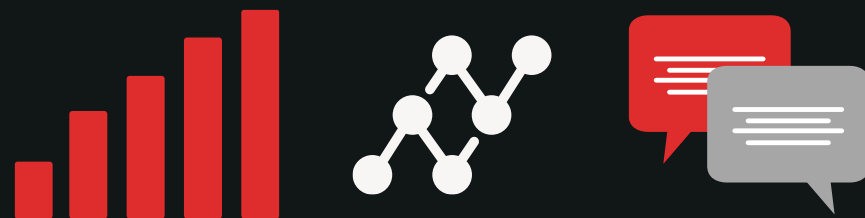
Understanding Their View

1. What did they see and hear?
2. What did they tell themselves?
3. What actions did they take?



Move to Action

Who does what by
when and how we will
follow up



Turn conversation
into action





Skills for Crucial Conversations

- Hold the right conversation, to solve the real problem.
- Stay focused on what you really want.
- Watch for signs that safety is at risk.
- Make it safe to talk about almost anything.
- Take control of your emotions instead of losing your cool.
- Speak persuasively, not abrasively.
- Help others out of silence or violence.
- Go from talking to getting results.



Crucial Conversations Planner

Step 1

Think about a conversation you've been avoiding

Step 2

Answer questions on the worksheet about this situation

Step 3

Share back in small groups





The Danger of Silence



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