No	ot getting the results that you want?
Do	any of these sound familiar? Check all that apply.
	Your boss has a leadership style that is smothering. You hesitate to speak up.
	People who report to you aren't sharing their differing opinions. You're being cut off from essential information, and as a result your most important initiatives are eroding. Why don't people speak up?
	Important issues are not brought up in a timely manner to those who can do something about them. Only those near the water cooler hear the problems.
	One of your employees sits quietly during key concept discussions, disagrees with many of the ideas, says nothing, and then complains to you off-line. When you bring it up with her, she says it wasn't safe to be honest.
	You need to give an employee some feedback about poor performance, and you want to do it in a way that is safe and helps them improve.
	Other (please describe)
CI	Additional RUCIAL CONVERSATIONS RESOURCES us know what other educational experiences you'd be rested in:
	Joining one of VitalSmarts' social media communities for support, advice, insight and tips
	Getting access to ground-breaking research and case studies
	Watching a 3-minute overview of Crucial Conversations Training
	Watching a free on-demand web seminar on Crucial Conversations Training

Crucial Conversations Tips

Tip One: Get Unstuck Anytime you find yourself stuck, there are crucial conversations you're either not holding or not holding well.

Tip Two: Start with Heart The first step toward better results is a change in heart—which begins when you admit that you may be part of the problem.

Tip Three: Learn to Look Watch for the signs that a conversation is turning crucial. Remember, the sooner you catch problems, the sooner you can return to dialogue.

		Call 1-800-449-5989 for more information.

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CRUCIAL CONVERSATIONS IS ONE OF THE MOST POWERFUL AND USEFUL TOOLS I HAVE FOUND.

Mike Miller, Director of Business Billing, AT&T

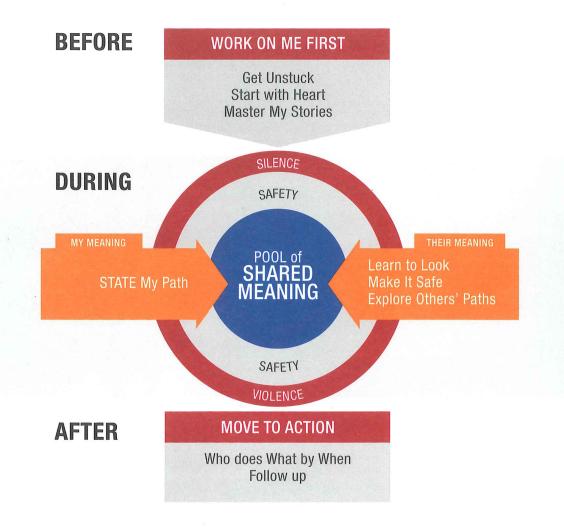


PRESENTATION SKILL SUMMARY



THE LAW OF CRUCIAL CONVERSATIONS

Anytime you find yourself stuck, there's a crucial conversation you're either not holding or not holding well.



SITUATION PRINCIPLES & SKILLS Results and Relationships You need to hold a Crucial Conversation. Identify where you are stuck. are suffering. Unbundle with CPR. You need to initiate a Start with Heart Focus on What You Really Want for: you, them, the relationship, Crucial Conversation, or BEFORE and the organization (your long-term results). one is evolving. If you are getting emotional Master Your "Clever" Stories—Tell the Rest of the Story or telling clever stories. Victim Story: "What am I pretending not to notice about my role in the problem?" "Why would a reasonable, rational, decent person do this?" Helpless Story: "What should I do right now to move toward what I really want?" If you have a tough message, be honest and **STATE Your Path** Share your Facts: "I noticed ... " "Twice you ... " Tell your Story: "I'm beginning to wonder if ..." "It seems to me ..." maintain safety. Ask for Others' Paths: "How do you see it?" "Help me understand ..." Talk Tentatively: Own your story and avoid absolutes. Encourage Testing: "Do you see it differently?" 5 Others are already in silence or violence and you Learn to Look • For the signs that a conversation is turning crucial. • For early warning signs of silence and violence. missed the early warning signs. 6 If someone misunderstands your intent Contrast "I don't think/mean/want ____ ___ (their fear/misunderstanding)." "I do think/mean/want (your actual purpose/meaning)." regarding Purpose or Respect. The discussion is going in circles. People are arguing. **Create Mutual Purpose** Commit to seek Mutual Purpose. "Can we look for something we both agree on?" You're beginning a tough project or discussion. Recognize the Purpose behind the Strategy. "Why do you want _____?" "This is why I want _ Invent a Mutual Purpose. "So, if you get _____ and I get ____, we're both happy?" Brainstorm new strategies. "What ideas do you have?" "I was thinking it may help if ..." If someone else is going to Silence or Violence, their **Explore Other's Paths** Ask: "I want to know what you think about ..." Mirror: (Silence) "You seem reluctant. Are you sure you're OK with it?" full meaning isn't getting into (Violence) "Wow, you seem really upset. What's up?" the Pool. Paraphrase: "So you're saying ___ Prime: "Do you think that When you're ready to Move Move to Action—Determine Who, does What, by When, and how to Action. we will Follow up.

Powerful CRUCIAL CONVERSATIONS Resources for You

Fill out the form below, and we will e-mail you a variety of complimentary Crucial Conversations resources, including:

- Self Assessments
- MP3 Audio Files
- Video Examples
- Award-winning Crucial Skills Newsletter (free and you can unsubscribe at any time.)

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	would like to know more about how VitalSmarts Fraining can positively impact my organization. am interested in finding out more about /italSmarts' speakers (like the one I heard today).				

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