

Geoff Fleeming podcast outline

2:20 - Ryan Introduces Geoff Fleming.

4:16 – Geoff shares a bit about the work Vital Smarts does, the research behind it and the relationship with Crucial Conversations.

11:30 – Geoff tells people where they can find the book Crucial Conversations.

12:34 – Geoff gives an overview of what a crucial conversation is.

14:27 – Geoff shares the three defining characteristics of a crucial conversation.

24:25 - Geoff explains what he means by “safety” as it relates to crucial conversations.

31:00 – Geoff talks about the idea of contrasting and how it can be used to get conversations back on track.

35:50 – Geoff discusses how people might react when they feel the safety of a conversation is threatened.

41:16 – Geoff explains the concept of “mastering our stories”.

57:00 – Geoff explains what CRIB is about.

1:02 - Geoff discusses what AAMP is about.

1:08 – Ryan shares an example of a crucial conversation and asked Geoff for suggestions handling a conversation like that.

1:15 – Geoff tells people how to get started becoming familiar with Crucial Conversations.

1:16 - Ryan thanks Geoff for coming on the show.

1: 17- Ryan tells people where to find out more about Animal Training Academy.