



Questions/Acronyms/ideas From Crucial Conversations...

All credit goes to vital smarts & the authors/creators of the crucial conversations content

- What does my behaviour tell me about what my motives are?
- What do I really want for myself?
- What do I really want for others?
- What do I really want for the relationship?
- What would I do right now if I really wanted these results
- How would I behave if I really wanted these results?
- What don't u want?
- Physical and emotional changes are communicating to you, to step back, slow down and start with heart
- Do others believe I care about their goals in this conversation?
- Do they trust my motives? Thanks
- Do others believe I respect them?
- Lord help me forgive those who sin differently than I
- CRIB ... C - commit to seek mutual purpose, "it seems like we're both trying to force our view on each other. I commit to stay in this discussion until we have a solution that satisfies both us"

- R - recognise the purpose behind the strategy (ask y the other person wants what they are asking for)
- I - invent a mutual purpose (focus on higher and long term goals)
- B - brainstorm new strategies
- Victim, villain and helpless stories
- What can I do today to change my story?
- Am I pretending not to notice my role in the problem?
- Why would a reasonable, rational and decent person do what this person is doing?
- STATE
- S - share your facts
- T - tell your story
- A - ask for others paths
- T - talk tentatively
- E - encourage others path
- "The only limit to how strongly you can express your opinion is your willingness to be equally vigorous in encouraging others to challenge it"
- Ask people what he or she wants to see happen
- AAMP
- Ask - whats going on? I would really like to hear your opinion on this. Please let me know if you see it differently
- Mirror eg, you say your OK, but by the tone of your voice, u seem upset.
- Paraphrase
- Prime
- Remember your ABC's
- Agree - if you agree with the other person's path say so and move on
- Build - rather than saying "wrong. You forgot to mention.... sayabsolutely. in addition I noticed that...
- Compare - "I think I see things differently. Let me describe how"

- Clarifying the facts is the homework necessary for crucial conversations
- Two possibly most important aspects of the book, learn to look @ make it safe.
- The current quality of your leadership and your life is fundamentally a function of how you are presently handling crucial conversations
- A crucial conversation is just the beginning of dialogue - the first step towards making a negative relationship positive.
- Aim to have a relationship based on mutual purpose and mutual respect.
- Why would a reasonable rational and decent human being act that way?