



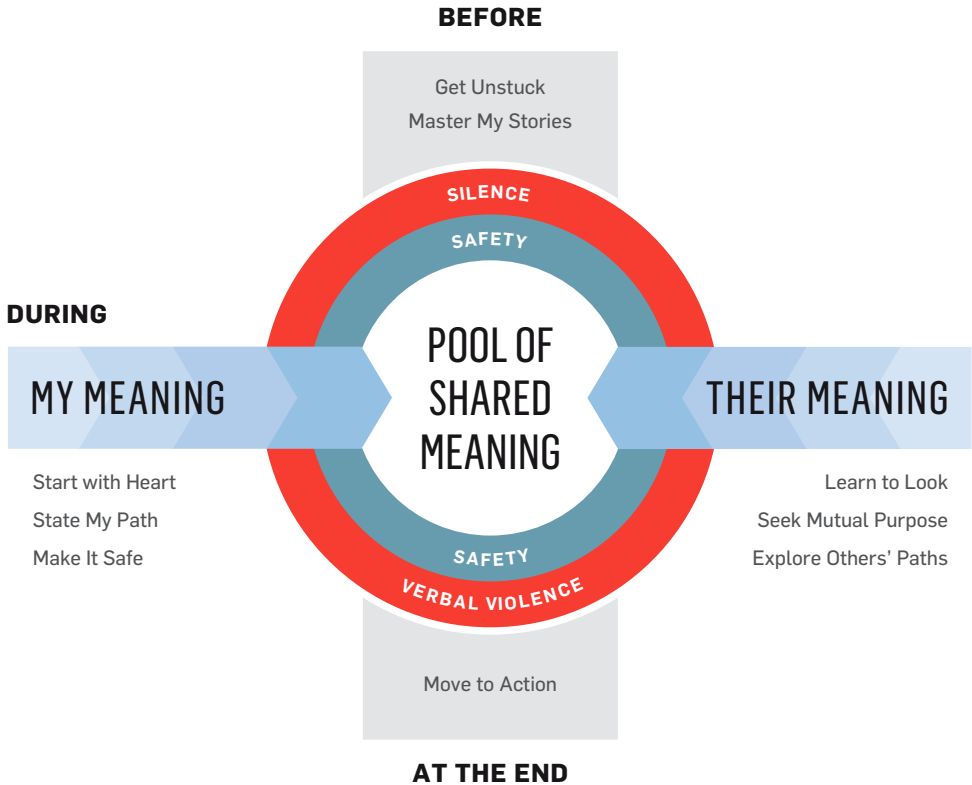
Crucial Conversations.
FOR MASTERING DIALOGUE

SKILL SUMMARY

THE STANDARD IN EFFECTIVE COMMUNICATION



THE CRUCIAL CONVERSATIONS FOR MASTERING DIALOGUE MODEL



**SCAN FOR
ADDITIONAL
RESOURCES**

There's More

Access these additional resources to help you master Crucial Conversations.

- **Costly Conversations Ebook.** Our research shows failed Crucial Conversations are costly, but you can fix it.
- **To Tell the Truth Video.** Watch what happens when kids fail to speak up. It's funny, and you're making the same mistakes.
- **Conversation Planner.** Need to prepare for a Crucial Conversation? We can help.

SITUATION	SKILLS
Your results and relationships are suffering.	Use CPR (Content, Pattern, Relationship) to identify the conversation you need to hold.
You're getting emotional or telling negative stories.	Separate facts from stories to neutralize emotions: "What did I see and hear?"
Your intent is degrading.	Get your intent right by asking, "What do I really want?"
You need to start a conversation and you're not sure how to make the other person comfortable to hear it.	Share Your Good Intent: "My goal here is to . . ."
You want to initiate a Crucial Conversation.	Start with Facts, Story, Ask: "I noticed . . ." (facts), "It seems to me . . ." (story), and "What's your view?" (ask).
Someone is getting defensive because they misunderstand your intent.	Contrast to Fix Understandings: "I don't want to . . . I do want to . . ."
A conversation has been initiated, and you are trying to note the responses and feelings of everyone.	Look for Signs of Silence (withholding meaning) or Verbal Violence (compelling others to agree).
You and the other person are at odds.	Seek Mutual Purpose rather than digging in, giving in, or compromising.
You invited someone into the conversation, and they're not engaging.	Explore the Other Person's View by asking, "what do you think?"; mirroring, "You say you're ok, but your tone of voice and the look on your face . . ."; paraphrasing, "So, you're saying that . . ."; and priming, "Is your concern that if we . . .?"
Someone brings a Crucial Conversation to you.	Use ABC to respond by agreeing, building, or comparing.
Your conversation is coming to an end.	Move to Action by determining who does what by when and how you'll follow up.

NOTES

ABOUT CRUCIAL CONVERSATIONS FOR MASTERING DIALOGUE

At the heart of healthy and high-performance organizations are people willing and able to hold crucial conversations. The award-winning Crucial Conversations® for Mastering Dialogue course gives people the skills to transform disagreement into dialogue for improved relationships and results. With skills to speak their minds honestly and respectfully, people collaborate better, make better decisions, and foster workplace cultures of trust and respect. The course is available in on-demand, virtual, and in-person learning formats.

Learn more at CrucialLearning.com.

