



How To Have Crucial Conversations

With Supervisors and Coworkers

Roadmap

- Define a crucial conversation
- Identify the six steps of the conversation
- Practice communicating

Crucial Conversations

A discussion between two or more people where:

- Stakes are high
- Opinions vary
- Emotions run strong



First Things First...Are You Ready?

Step 1

Self-Check

What do I want for:

- Me?
- Others?
- The relationship?

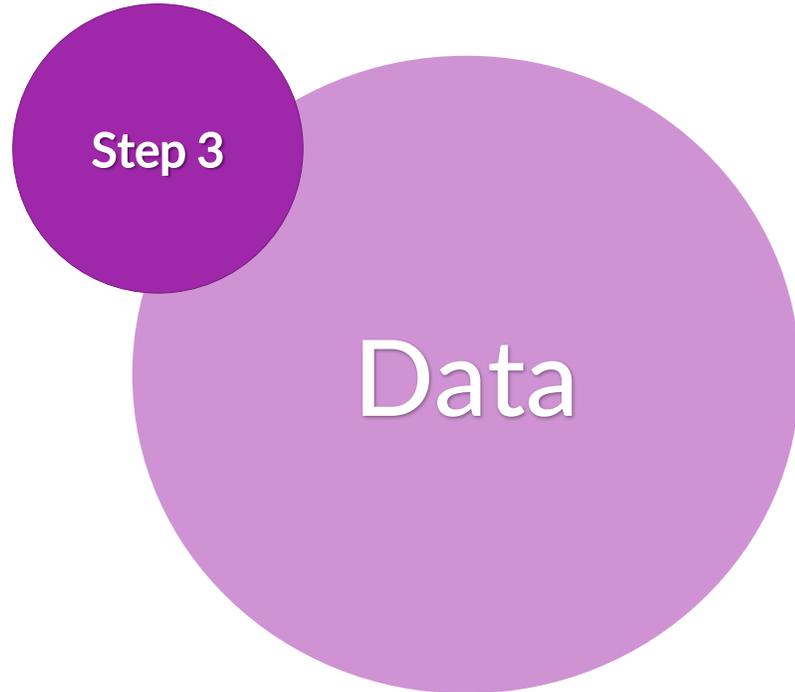
Start With The “Why”

Step 2

What is my
intention

- Why do you want to have this conversation?
- What is the purpose?
- What are you committed to in this relationship?

Judgement Free Zone



- State the facts
- Stick to observations
- Emotional control
- Be specific

Let It Flow!

Step 4

Judgements
and
Feelings

- State your judgments
- What you think & feel about:
 - The person
 - The situation
 - Yourself, etc.

Your Contribution To The Conflict

Step 5

Ownership

- What is your part?
- Have you ever been in their shoes?
- Which of your judgments have nothing to do with them?

Moving Forward

Step 6

Request
and
Close

- *What I want/need is...*
- Ask for a response and be open
- Are there any follow-ups
- State your commitment

A Renewed Sense of Calm



In Closing

“Be brave enough to start a conversation that matters”

Margaret Wheatley