

Crucial Conversations

Presented by: Heather Hubbard

Objectives

- ▶ Recognize crucial conversations both before they happen and while they are happening
- ▶ Determine why we handle crucial conversations poorly, why it matters if we handle them well, and how these conversations foster accountability
- ▶ Learn tools to handle crucial conversations better

Crucial Conversations

- ▶ Background
- ▶ Definitions
- ▶ Who and what?
- ▶ Why are they different?
- ▶ Examples

How do we handle them?

- Well
- Avoid
- Poorly
 - Genetics
 - Pressure
 - Self-defeating actions

Why Do we Care?

- ▶ Accountability
- ▶ Productivity
- ▶ Career
- ▶ Relationships
- ▶ Health

Misconceptions and Mistakes

Misconception:

It's all about *policies, processes, structures, or systems.*

Mistake:

False Assumption – speak up and suffer the consequences or suffer in silence...

Dialogue –

Free flow of meaning (not words): feelings, beliefs, theories, experiences

Where do We Start?



Stay Alert & Look for Clues

Physical

Dry/Watery Eyes

Upset Stomach

Sweaty Palms

Shaking

Behavioral

Raising Voice

Finger Pointing

Quiet

Out of Body
Experience

Emotional

Scared

Hurt

Angry

Frustrated

Safety is an issue...now what?

- ▶ Step out/step in
- ▶ Common outcome
- ▶ Share respect
- ▶ Apologize
- ▶ Contrast
- ▶ Understand the Backstory

From Facts to Action



Nothing in the world is
good or bad, but thinking
makes it so.

~William Shakespeare

Putting it all together

How did we do?

Contact Information

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