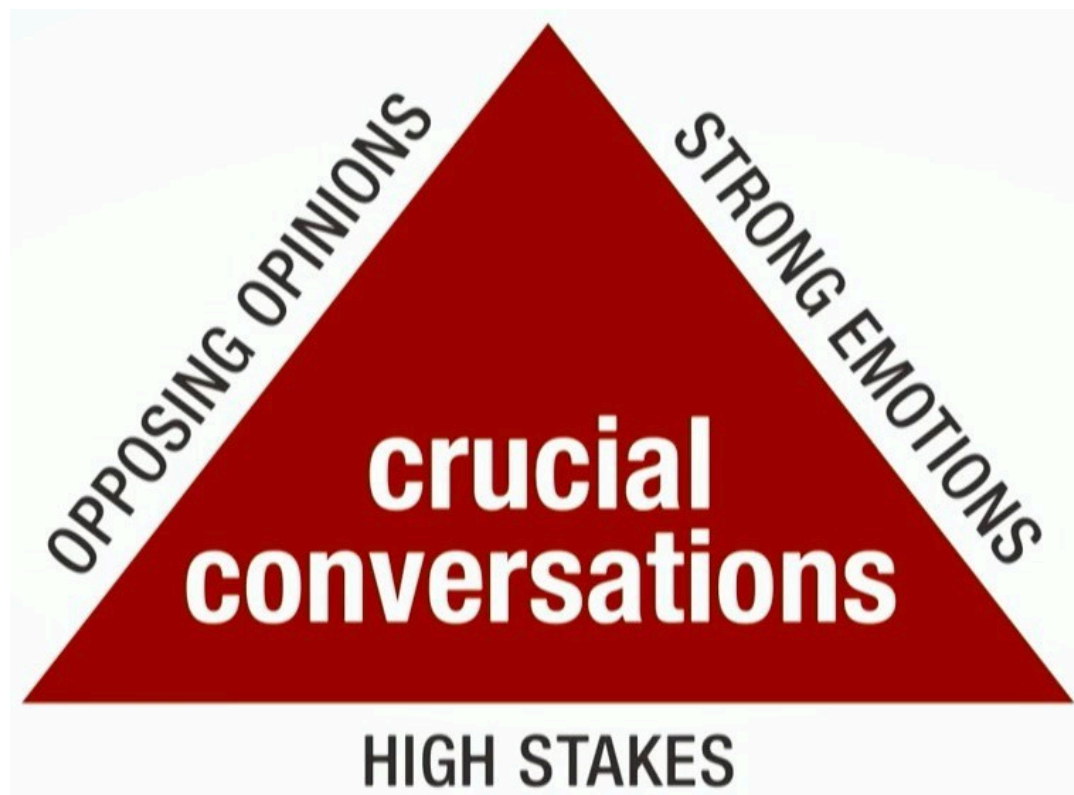




Crucial Conversations Summary

1. Get Unstuck

- Who is the conversation with and about?
- Choose the right issue using CPR: Current Issues. Pattern Issues. Relationship Issues
- Which issue gets us unstuck?

2. Master My Stories

- My stories? Victim? Villain? Helpless?
- Challenge negative stories: My role? Why would a reasonable, rational, decent person do this? What should I do?

3. Start with Heart (Get intent right)

- What I want for Myself? The other person? The relationship? The organization?
- How can I share my good intent at the beginning of the conversation?

4. State My Path

- My facts (separating these from stories is harder than we think):
- My story:
- Question I'll ask:

5. Make It Safe

- Think about how the other person might misunderstand.
- Use contrasting statements: I don't... and I do...

6. Learn to Look

- Silence
- Verbal violence

7. Seek Mutual Purpose

- What ways are we at odds?
- What do I really want?
- What do they really want?
- How can I seek mutual purpose?

8. Explore Others' Paths

- AMPP (Ask, Mirror, Paraphrase, Prime).
- Feedback (ABC: Agree, Build, Compare).

9. Move to Action: Who? What? When?

How we'll follow up? (WWWF)

Conversation Planner

1. Get Unstuck
 - A. Who is the crucial conversation with and what is it about?
 - B. Choose the right issue using CPR:
 1. Current Issues
 2. Pattern Issues
 3. Relationship Issues
 - C. Which issue gets us unstuck?
2. Master My Stories
 - A. My stories? Victim? Villain? Helpless?
 - B. Challenge negative stories
 1. My role?
 2. Why would a reasonable, rational, decent person do this?
 3. What should I do?
3. Start with Heart (Get intent right)
 - A. What I want for...
 1. Myself?
 2. The other person?
 3. The relationship?
 4. The organization?
 - B. How can I share my good intent at the beginning of the conversation?
4. State My Path
 - A. My facts (separating these from stories is harder than we think):
 - B. My story:
 - C. Question I'll ask:
5. Make It Safe
 - A. Think about how the other person might misunderstand.
 - B. Use contrasting statements: I don't... and I do...
6. Learn to Look: (A.) Silence. (B.) Verbal violence
7. Seek Mutual Purpose: (A.) What ways are we at odds? (B.) What do I really want? (C.) What do they really want? (D.) How can I seek mutual purpose?
8. Explore Others' Paths
 - A. AMPP (Ask, Mirror, Paraphrase, Prime).
 - B. Feedback (ABC: Agree, Build, Compare).
9. Move to Action: Who? What? When? How we'll follow up? (WWWF)

Crucial Conversations Model

