

# 7 STEPS FOR CRUCIAL CONVERSATIONS



## START WITH THE HEART

1

*As introduced by Joseph Grenny, Kerry Patterson, Ron McMillan, Al Switzler and Emily Gregory in the book:*

Why are you having this conversation? Focus on healthy goals like learning, finding the truth, and strengthening relationships.

2

## MASTER YOUR STORY

Stick to concrete facts. Ask questions about those facts instead of passing judgement.

## LEARN TO LOOK

3

Look at your role before accusing the other person. How have you contributed to the problem and how can you improve it?

4

## MAKE IT SAFE

Be fully present without distractions, and avoid dangerous or extreme phrases, such as ones that include “always” and “never”.

## STATE YOUR PATH

5

Encourage asking for help. State how you would like the issue resolved, and ask for help in finding that solution.

6

## EXPLORE THE OTHER'S PATH

Listen and hear what the other person wants. Look at their perspective to calm the discussion and move in the right direction.

## MOVE TO ACTION

7

The most crucial step. What action items have you both agreed to, and how will you ensure those steps take root?