7 STEPS FOR GRUCIAL CONVERSATIONS

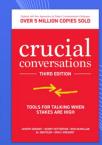


START WITH THE HEART

1

6

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.



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?



STATE YOUR PATH

5

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



MOVE TO ACTION



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

2 MASTER YOUR STORY



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

4 MAKE IT SAFE



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

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.

