

Crucial Conversations

a guide to conversations that create and conserve connection

“One great conversation can shift the direction of change forever.”
-Linda Lambert

DATE:

NAME IT

What is the intent-the bigger purpose for the conversation?

What is the specific topic/challenge/problem that needs to be explored?

What is the desired outcome?

FRAME IT

List who is impacted directly and indirectly:

List specific example(s) of the impact:

List the benefits of having this conversation and addressing the topic:

List the risks of doing nothing about it.

TAME IT

| | |
|---------------------------|--|
| Action to take. | |
| Who will take it? | |
| When will it be done? | |
| Date to revisit progress. | |

Diminish problems, not people.

-Sandy Anderson