

Crucial Conversations

a guide to conversations that create and conserve connection

Preparing and giving intention to “one great conversation can shift the direction of change forever.” -Linda Lambert edited

The following questions can prepare you for a conversation and provide a guide during the conversation. To be a transformational conversation, welcome the participants to respond to questions and take ownership of impact, action and decisions that need to be made.

INTENT

1. What is the intent-the WHY for the conversation?
2. What is the specific topic/challenge/issue that needs to be explored?
3. What is the desired outcome from this conversation?

IMPACT [client. team. organization. relationship. self. other]

4. Who/what is impacted directly and indirectly?
5. What are specific example(s) of the impact?
[explore impact on the people/things listed in # 4]
6. What could be the benefits of addressing the issue?
[for the people/things listed in # 4]
7. What are the risks of doing nothing about it?
[for the people/things listed in # 4]

IMPLEMENT

Action to take.	Who will take it?	When will it be completed?	Date to revisit progress.

Conversations Strategies

clarifying components for conversations that diminish problems, not people

1. Be clear on safety: assurance to speak without fear of retribution, retaliation or shaming.
2. Be clear on intent: what is the desired outcome.
3. Be clear on need: what is the specific issue/need/concern.
4. Be clear on expectations and roles: what specifically needs to be accomplished and by whom.
5. Be clear on actions: what are the next right steps that will move towards the desired outcome.
6. Be clear on consequences: what are the risks if nothing is done | what are the benefits if action is taken.

CHOOSE RISK OVER REGRET. CLARITY OVER CONFUSION.

-Sandy Anderson