

Crucial Conversations Guide

a guide to create capacity and conserve connection



Creating conversations that invite discovery versus diminishing, takes intention. It has the power to build the capacity and connection necessary to do hard things, to solve complex problems in collaborative and sustainable ways. -sandy anderson, ms

The following guide can prepare you for a crucial conversation and act as a guide *during* the conversation. Note: this tool can be used to have a conversation about what is going well and how to expand it and conversations on areas of vulnerability and risk.

[adapt to use for conversations in families, faith communities, schools and community groups]

INTENT

1. What is the intent, the desired outcome of the conversation?

IDENTIFY

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

IMPACT

3. Who/what is impacted directly and indirectly? [customers, team members, the organization]
4. What are specific example(s) of the impact?
[explore specific impact on the people, teams, organization and/or customers listed in # 3]
5. What could be the benefits of giving energy to the topic/challenge/problem?
[specifically for those listed in #4]
6. What are the risks of doing nothing, ignoring or dismissing?
[specifically for those listed in # 4]

choose risk over regret. clarity over confusion.

-sandy anderson, ms

IMPLEMENT

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

Conversations Strategies

clarifying components to 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 AND repeat it when the conversation starts to wander.
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, by *whom* and *when*.
5. **Be clear on actions:** next right steps that will move towards the desired outcome AND state *how* each step impacts progress, *why* it matters to successful outcomes.
6. **Be clear on context:** share the bigger picture, the connections and ripple impact with facts vs. feelings alone.
7. **Be clear on consequences:** what are the risks if nothing is done | what are the benefits if action is taken.

For more information on how Sandy can guide your teams towards a culture of greater connection and capacity, [book a no-cost discovery conversation here.](#)

