

Crucial Conversations

a guide to create capacity and conserve connection and expand good

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 my intent, the desired outcome of the conversation?

IDENTIFY

2. What is the specific behavior/challenge/idea that will be talked about?

IMPACT

3. Who/what is impacted directly by the behavior/challenge/idea? {specific people and/or groups}

4. What are specific example(s) of the impact?
[explore specific impact on you, the person you are talking to, others listed in #3]

5. What could be the benefits of giving time to having the conversation?
[specifically for those listed in #4]

6. What are the risks of not having the conversation? The risk of doing nothing, ignoring or not making the time?
[specifically for those listed in #4]

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 experience a successful outcome.
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.

choose risk over regret. clarity over confusion.

-sandy anderson