

COACHING FOR CRUCIAL CONVERSATIONS

Principle	Skill	Crucial Question
1. Start with Heart Chapter 3	Focus on what you really want Refuse the Sucker's Choice	What am I acting like I really want? What do I really want? • For me? • For others? • For the relationship? How would I behave if I really did want this? What do I not want? How should I go about getting what I really want and avoiding what I don't want?
2. Learn to Look Chapter 4	Look for when the conversation becomes crucial. Look for safety problems. Look for our own Style Under Stress	Am I going to silence of violence? Are others?
3. Make it Safe Chapter 5	Apologize when appropriate. Contrast to fix misunderstanding. CRIB to get to Mutual Purpose	Why is safety at risk? • Have I established Mutual Purpose? • Am I maintaining Mutual Respect? What will I do to rebuild safety?
4. Master My Stories Chapter 6	Retrace my Path to Action. Separate fact from story. Watch for Three Clever Stories. Tell the rest of the story.	What is my story? Why am I pretending not to know about my role in the problem? Why would a reasonable, rational, and decent person do this? What should I do right now to move toward what I really want?
5. STATE my Path Chapter 7	<u>S</u> hare your facts. <u>T</u> ell your story. <u>A</u> sk for others' paths. <u>T</u> alk tentatively. <u>E</u> ncourage testing.	Why is safety at risk? • Have I established Mutual Purpose? • Am I maintaining Mutual Respect? What will I do to rebuild safety?
6. Explore Other's Paths Chapter 8	<u>A</u> sk. <u>M</u> irror. <u>P</u> araphrase. <u>P</u> rime. <u>A</u> gree. <u>B</u> uild. <u>C</u> ompare.	Am I actively exploring others' views? Am I avoiding unnecessary disagreement?
7. Move to Action Chapter 9	Decide how you'll decide. Document decisions and follow up.	How will we make decisions? Who will do what by when? How will we follow up?