## HOW TO HAVE A CRUCIAL CONVERSATION

A key element of effective leadership is having crucial conversations.

A crucial conversation helps us:

* Solve problems
* Lift accountability
* Resolve relational tensions
* Improve performance
* Shift a stalemate
* Eradicate obstacles

**Use this worksheet to prepare for a crucial conversation.**

##### Step One: Start with your heart

What do I really want for myself? What do I want for the other person? The relationship?

How would I behave if I really did want that?

What is at the heart of my concern?

How am I thinking about this issue?

What am I doing to make this difficult?

Is there Mutual Respect? If not, what will it take to create it?

Step TWO: Master your Stories

Am I telling a Victim or Villain story?

What am I pretending not to notice about my role in the situation?

##### STEP THREE: SHARE YOUR FACTS, TELL YOUR STORY

**Share your fact**s. Start with, “I’ve noticed that…”

Tell your story as a story, not as a fact. Use statements such as “I’m beginning to wonder…”

Talk tentatively and encourage testing.

*Remember to watch and make it safe: is their silence or violence?*

##### STEP FOUR: EXPLORE THEIR FACTS, UNDERSTAND THEIR STORY

**Understand their view**, their facts and their story.

Endeavour to understand their reasonable, rational and decent thought process.

**Ask:**

How do you see the situation?

What did you see and hear?

How did you feel?

What actions did you take?

##### Step five: Move to Action

Who does what by when with Follow-up?