

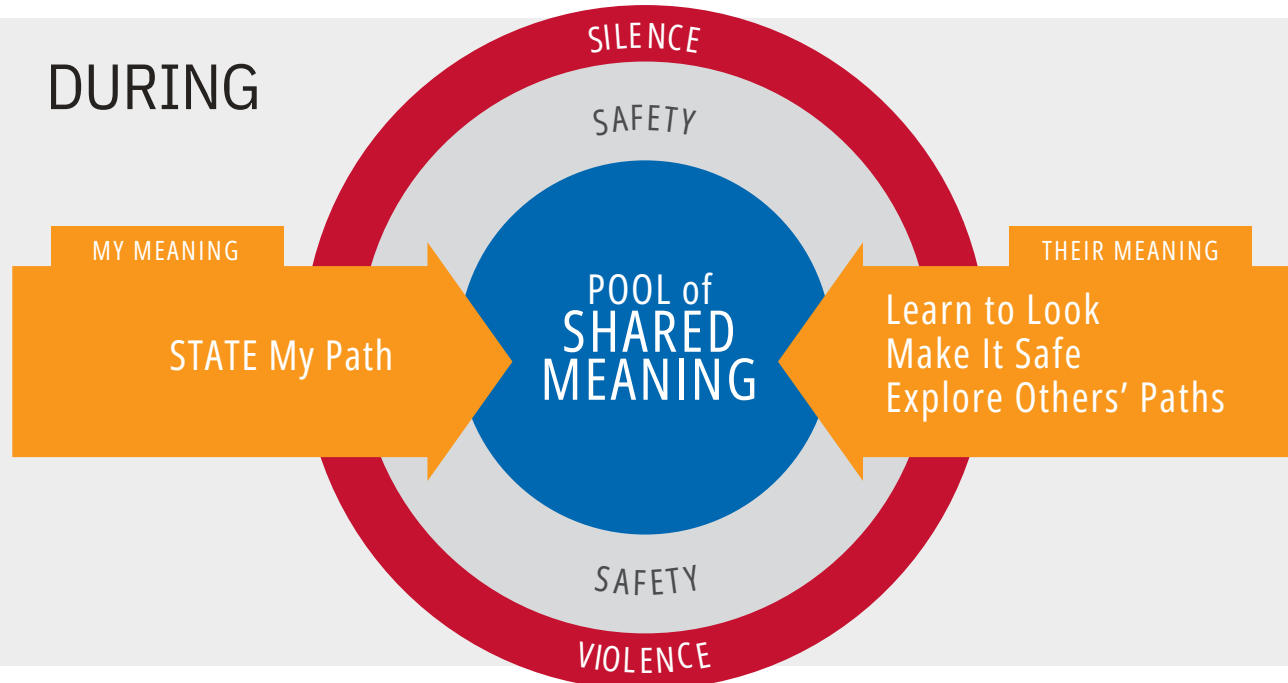
CRUCIAL CONVERSATIONS MODEL

BEFORE

WORK ON ME FIRST

Get Unstuck
Start with Heart
Master My Stories

DURING



AFTER

MOVE TO ACTION

Who does What by When
Follow up

Conversation Planner

Use the following worksheet to plan your next crucial conversation.

Get Unstuck

1. Where do you feel stuck (personally or professionally)?

2. Unbundle with CPR. Identify:

Content Issues: _____

Pattern Issues: _____

Relationship Issues: _____

Which issue do you need to address, and with whom, in order to get unstuck?

Start with Heart

1. What do you really want:

For yourself? _____

For the other person? _____

For the relationship? _____

For the organization (if applicable)? _____

Master My Stories

1. What stories are you telling yourself about the situation or the person (Victim, Villain, Helpless)?

2. Tell the rest of the story. Ask:

a. What am I pretending not to notice about my role in the problem? _____

b. Why would a reasonable, rational, and decent person do this? _____

c. What should I do right now to move toward what I really want? _____

Conversation Planner - Page 2

STATE My Path

1. Create a script for how you will begin the conversation. Start with facts, then tell your story, and be sure to end with a question that invites the other person into dialogue.

THE FACTS	MY STORY	THE QUESTION I'LL ASK

Make It Safe

1. What's the worst possible response you could get with your crucial conversation?

2. What safety skills would you use to address it (apology, contrast, create mutual purpose)?

3. If the other person misunderstands your intent, what is a contrasting statement you could use?

Don't: _____

Do: _____

Explore Others' Paths

1. How could you use the "AMPP" (Ask, Mirror, Paraphrase, Prime) skills to help the other person come out of silence or violence?

Move to Action

1. How will you establish a way to follow up after the crucial conversation?

Who: _____

Will do what: _____

By when: _____

How we'll follow up: _____