

Crucial Conversations: Tools for Real Talk When Coaching Gets Real

My Situation

Start with Heart

What does my behavior tell me about my motives?
What do I want for myself? For others? For this relationship?
How would I act if this was what I really wanted?

Look for Safety and Make it Safe

What do you tend to do?
What signals do you look for?
Do others believe you respect them?
Do others believe you care about their goals in this conversation?
Do they trust your motives?

Master Your Stories

Which one, if any, do you do?

- Victim
- Villain
- Helpless

Know Your Path & Explore Others' Paths

STATE My Path

<http://www.crucialskills.com/glossary/#q2>

Share your facts
Tell your story
Ask for others' paths
Talk tentatively
Encourage testing

AMPP "power listening" skills

<http://www.crucialskills.com/glossary/#q2>

Ask
Mirror
Paraphrase
Prime



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Easy and Relaxed

Video example

What it looks like in my situation

Facts and Consequences

Video example

What it looks like in my situation

Limit the Scope

Video example

What it looks like in my situation

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