

Resources: Crucial Conversations – Tools for Real Talk When Coaching Gets Real

1. VitalSmarts website <https://www.vital-smarts.com/>

From the website:

VitalSmarts is an innovator in corporate training and leadership development. With award-winning training products based on more than 30 years of ongoing research, we have helped more than 300 of the Fortune 500 realize significant results using a proven method for driving rapid, sustainable, and measurable change in behaviors. We can teach your organization how to:

- Dialogue safely about any topic
- Achieve universal accountability
- Influence behavior change for others
- Influence behavior change for yourself

2. My Style Under Stress Quiz: <https://www.vital-smarts.com/style-under-stress/>

VitalSmarts Description: Take the first step to improving your crucial conversations skills by learning your Style Under Stress™. This 33-question quiz reveals your natural tendencies to move toward silence (masking, avoiding, or withdrawing) or violence (controlling, labeling, or attacking) as well as the dialogue skills you use well or need to improve.

3. Dr. Dialogue video (Star Wars spoof): https://www.youtube.com/watch?v=gwOMfb_-AQk
4. Kahoot website (Anticipation Guide): <https://getkahoot.com/>
5. Crucial Skills Glossary: <http://www.crucialskills.com/glossary/>

VitalSmarts Description: A partial list of the most common terminology found in VitalSmarts training and bestselling books.

Answers to Anticipation Guide:

Q1: Silence and violence are common ways to respond when feeling unsafe in a conversation.

A: "As we try to deal with crucial conversations, we toggle between two ends of an unproductive continuum. We hold things inside by going silent until we can tolerate it no longer – then we drop a bomb. We may not become physically violent, but we do say things that attack the ideas and feelings of the other person."

(<http://www.southamconsulting.net/cc1/skills/stories.html>)

Q2: Sarcasm and changing the subject are examples of ways of responding with violence.

A: False. These are actually considered ways of responding with silence as both attempt to avoid discussing the issue(s) at hand.

Q3: Others don't make you mad. You make you mad.

A: True. "Others don't make you mad, you make you mad. You see and hear something, and then you tell yourself a story. That story triggers your feelings. Then you either act on those feelings or have them act on you." (<http://www.southamconsulting.net/cc1/skills/stories.html>)

Q4: Most resolutions to problems have two possible outcomes (win/lose; either/or).

A: False. Problems can have many options for solutions with creative thinking.

Q5: Hoping to remain safe can sidetrack a conversation.

A: True. Trying to remain safe in a conversation can lead to avoidance of the true issue by shifting the focus away from topics that may cause discomfort.