# Three Tips for Encouraging Dialogue in a Crucial Conversation

https://www.youtube.com/watch/bYaWg-gGZA4

when you give up the goal of trying to convince and compel you become more convincing and what that means is that you confidently and humbly commit to speaking up in a way that encourages others to speak up now I want to call out two words here confident and humble so when I said we want to give up the goal of trying to convince I'm not saying we give up we can still step up and speak up confidently we this is not about being nice or beating around the bush this is about speaking up with confidence but we've got to balance that confidence with humility if I'm all confidence no one's going to hear my message and so how can I have the humility and bring that to the table well the way we demonstrate humility in this opening is really in that open-ended question at the end of that thirty Seconds what that question does is it's basically saying I have the humility to admit I might be missing something and so I ask what am I missing or I have the humility to admit that this is only my limited perspective and so I ask what's your perspective this question is really key for our effectiveness in this opening and it's so important I want to give you three other tips three other pitfalls to be aware of to make sure this question is leveraged as best it can first we often mistakenly think of this question as a problem-solving question and so we do this wonderful opening and then we say how are you going to fix this what are we going to do to solve this problem what are you going to do to make sure that never happens again and what that does is it communicates I don't care about your meaning I don't care about your point of view I've already judged the situation from my limited point of view and all I care about solving the problem if I want to be effective I can make sure I'm seeing this problem accurately I don't want to solve the wrong problem maybe there's not a problem and I won't know that unless we talk and so I want to make sure that I'm getting their meaning into the pool and a problem solving question doesn't do that in the opening second we want to make sure that the question is open-ended we often mistakenly ask closed-ended questions like you agree with that right you're not going to do that again right the third is that we want a question that's not judgmental let me give you an example so it's training some nurses and I was getting to this point in the class and the nurses got really emotional and they said wait a minute our doctors think they're using these skills but they're not they walk around the hallways thinking they're using new skills and they're doing just the opposite they said that doctors will take them aside and they'll say I noticed that you did this that affects patient care why'd you do that and they said it puts us on the defensive it makes us feel disrespected I don't want to talk and I feel judged and so instead of a judgmental question how can you bring in humility and so instead how could you say something like I don't want to come to an unfair conclusion so I wanted to come and talk to you in person first can you help me understand your perspective what's your view blending confidence and humility is critical one more tip for adding some final polish to your crucial conversation opening and that is to be concise I mentioned earlier that these conversations are about 30 seconds are these sorry about the conversation but the conversation opener initiating 30 seconds that's a good target to shoot for another target that I shoot for is a rough target and it's one to two sentences of fact one sentence of story and one question and then I zip it the state skills are a gift framework for us to be more effective in our openings they teach us that we should share our facts sure why those facts are a concern and end with an open-ended question that invites someone into dialogue that's not problem-solving question and not judgmental it teaches us to shift our goal from trying to convince and compel to speaking up in a way that encourages others to speak up it teaches us to balance confidence and humility and it teaches us to be concise how we initiate Crucial Conversations matters you