

Coaching For Crucial Conversations

Principle	Skills	Crucial Question
1. Start with Heart (Chapter 3)	<p>Focus on what you really want.</p> <p>Refuse the Sucker's Choice.</p>	<p>What am I acting like I really want? What do I really want?</p> <ul style="list-style-type: none"> • For me? • For others? • For the relationship ? <p>How would I behave if I really did want this? What do I not want? How should I go about getting what I really want and avoiding what I don't want?</p>
2: Learn to Look (Chapter 4)	<p>Look for when the conversation becomes crucial.</p> <p>Look for safety problems.</p> <p>Look for your own Style Under Stress.</p>	<p>Am I going to silence or violence? Are others?</p>
3: Make it Safe (Chapter 5)	<p>Apologize when appropriate.</p> <p>Contrast to fix misunderstanding.</p> <p>CRIB to get Mutual Purpose</p> <ul style="list-style-type: none"> • <u>C</u>ommit to seek mutual purpose • <u>R</u>ecognize purpose behind the strategy • <u>I</u>nvent a mutual purpose • <u>B</u>rainstorm new strategies 	<p>Why is safety at risk?</p> <ul style="list-style-type: none"> • Have I established Mutual Purpose? • Am I maintaining Mutual Respect? <p>What will I do to rebuild safety?</p> <ul style="list-style-type: none"> • Apologize • Contrast to repair misunderstandings • Use CRIB
4: Master My Stories (Chapter 6)	<p>Retrace my Path to Action.</p> <p>Separate fact from story.</p> <p>Watch for Three Clever Stories.</p> <ul style="list-style-type: none"> • Victim- "It's not my fault" • Villain- "It's all your fault" • Helpless- "Nothing else I can do" <p>Tell the rest of the story.</p>	<p>What am I pretending not to know about my role in the problem?</p> <p>Why would a reasonable, rational, and decent person do this?</p> <p>What should I do right now to move toward what I really want?</p>
5: STATE My Path (Chapter 7)	<p><u>S</u>hare your facts.</p> <p><u>T</u>ell your story.</p> <p><u>A</u>sk for others' paths.</p> <p><u>T</u>alk tentatively.</p> <p><u>E</u>ncourage testing.</p>	<p>Am I really open to others' views?</p> <p>Am I talking about the real issue?</p> <p>Am I confidently expressing my own views?</p>
6: Explore Others' Paths (Chapter 8)	<p><u>A</u>sk</p> <p><u>M</u>irror</p> <p><u>P</u>araphrase</p> <p><u>P</u>rime</p> <p><u>A</u>gree</p> <p><u>B</u>uild</p> <p><u>C</u>ompare</p>	<p>Am I actively exploring others' views?</p> <p>Am I avoiding unnecessary disagreement?</p>
7: Move to Action (Chapter 9)	<p>Decide how you'll decide.</p> <p>Document decisions and follow up.</p>	<p>How will we make decisions?</p> <p>Who will do what by when?</p> <p>How will we follow up?</p>