

POOL OF SHARED MEANING

BEST DIALOGUE RESULTS IN EVERYONE CONTRIBUTING TO MAKE THE SMARTEST DECISIONS

MEASURES OF GROUPS TO

LEARN TO

LOOK

WATCH FOR SIGNS THAT A CONVERSATION HAS BECOME CRUCIAL

SAFETY

- PHYSICAL
- EMOTIONAL
- BEHAVIORAL

crucial conversations

TOOLS FOR TALKING WHEN
STAKES ARE HIGH

SKETCHNOTES BY JAN
2018 @sketchnotable

DIALOGUE

di·a·logue (dī'ə-lôg') n

The free flow of meaning between two or more people.

DON'T ENTERTAIN A FOOL'S CHOICE

BE 100% HONEST

OR

PRESERVE A RELATIONSHIP

AND

② CLARIFY WHAT YOU DON'T WANT

③

CONSIDER A MORE COMPLEX PROBLEM

LEARN YOUR **Style** UNDER **STRESS**

RECOGNIZE HOW YOU RESPOND IN A CHARGED SITUATION

SELF-MONITOR

YOU MUST BECOME A VIGILANT



SEEK TO CHANGE
ME US
FIRST SECOND



Violence

THESE ARE SIGNS THAT SAFETY HAS SUFFERED

RECOGNIZE & TREAT THEM AS SUCH - DO NOT RESPOND IN KIND

People rarely become defensive because of what you're saying. They only become defensive when they no longer feel safe. The problem is not the content of your message, but the condition of the conversation.

RE-ENGAGE
YOUR BRAIN

- WHAT DO I REALLY WANT FOR MYSELF?
 - WHAT DO I REALLY WANT FOR OTHERS?
 - WHAT DO I REALLY WANT FOR THE RELATIONSHIP?
-
- HOW WOULD I BEHAVE IF I REALLY WANTED THESE?

MAKE IT safe

THEN YOU
CAN TALK
ABOUT
ANYTHING



WHEN YOU NOTICE THAT CONDITIONS DETERIORATE, ADDRESS THOSE BEFORE CONTINUING TO DISCUSS

SKILLS

1

I'M SORRY
WHEN YOU HAVE VIOLATED RESPECT,
CHANGE YOUR MOTIVES, FOCUS ON WHAT YOU REALLY WANT AND

Apologize

crucial conversations

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RESPECT is like AIR
NO ONE THINKS OF IT UNLESS IT'S GONE AND THEN IT'S ALL ANYONE THINKS OF

TWO SAFETY CONDITIONS

MUTUAL
PURPOSE
THE ENTRANCE CONDITION
Debate DEFENSIVENESS CIRCLING BACK
Hidden AGENDAS ACCUSATIONS

- DO OTHERS BELIEVE I CARE ABOUT THEIR GOALS IN THIS CONVERSATION?
- DO THEY TRUST MY MOTIVES?

MUTUAL
Respect

THE CONTINUANCE CONDITION
Emotions ROUNTING NAME-CALLING Threats
CIRCLING BACK YELLING

- DO OTHERS BELIEVE I RESPECT THEM?

3 CREATE A MUTUAL PURPOSE

COMMIT TO SEEK MUTUAL PURPOSE

RECOGNIZE PURPOSE BEHIND STRATEGY

INVENT A MUTUAL PURPOSE

BRAINSTORM NEW STRATEGIES

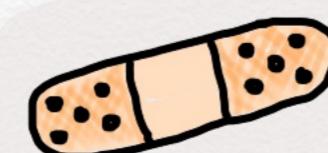
2 CONTRAST

FOR WHEN OTHERS MISINTERPRET YOUR PURPOSE OR YOUR INTENT

[DON'T] / DO STATEMENT

ADDRESSES CONCERNs THAT YOU LACK RESPECT OR HAVE A MALICIOUS PURPOSE

CONFIRMS YOUR RESPECT OR CLARIFIES YOUR REAL PURPOSE



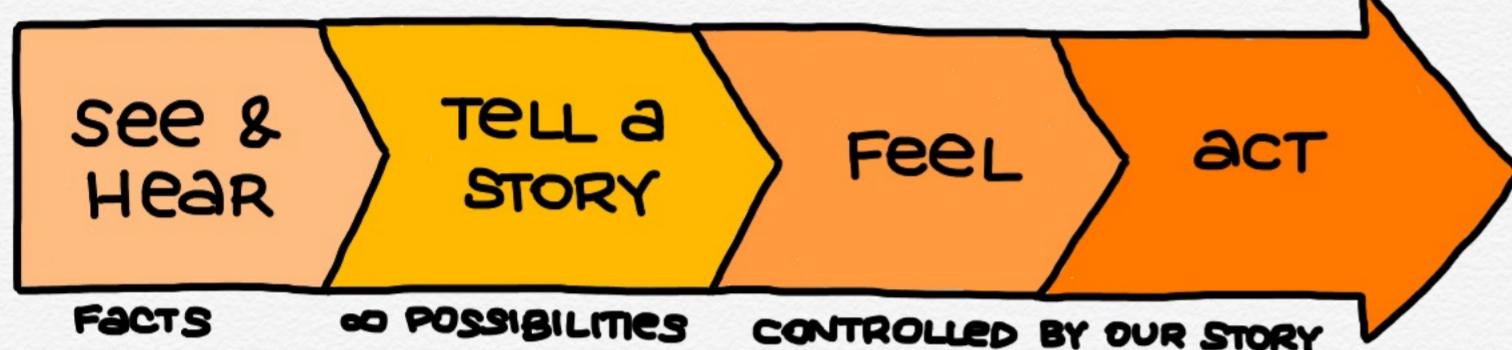
FIX OR PREVENT PROBLEMS

RESPECT ≠ AGREE

EMOTIONS

- 1 ONLY YOU create them
- 2 ACT ON THEM OR Be ACTED ON

THE PATH TO ACTION

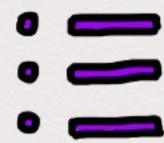


WHAT EVIDENCE DO I HAVE FOR THIS STORY?
WHAT STORY IS CREATING THESE EMOTIONS?
WHAT EMOTIONS DRIVE ME?
AM I IN SILENCE OR VIOLENCE?

RETRACE YOUR PATH

WHAT SKILLS

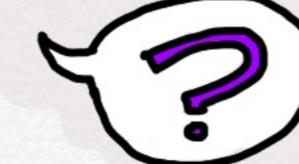
SHARE YOUR FACTS



TELL YOUR STORY



ASK FOR OTHERS' PATHS



TALK TENTATIVELY



ENCOURAGE TESTING



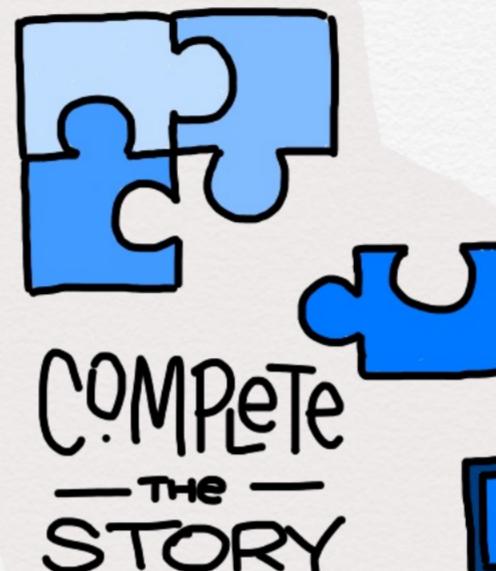
How to share a tough message or prevent pushing too hard

crucial conversations

TOOLS FOR TALKING WHEN STAKES ARE HIGH

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MASTER YOUR STORIES



1

TURN VICTIMS INTO ACTORS

AM I PRETENDING NOT TO MY ROLE IN THE PROBLEM?

2

TURN VILLAINS INTO HUMANS

WHY WOULD A REASONABLE PERSON ACT THIS WAY?

3

TURN THE HELPLESS INTO ABLE

WHAT DO I REALLY WANT?
HOW WOULD I ACT IF I REALLY WANTED IT?

3 "Clever" STORIES



1 **VICTIM**

"IT'S NOT MY FAULT"

2 **VILLIAN**

"IT'S ALL YOUR FAULT"

3 **HELPLESS**

"THERE'S NOTHING ELSE I CAN DO"





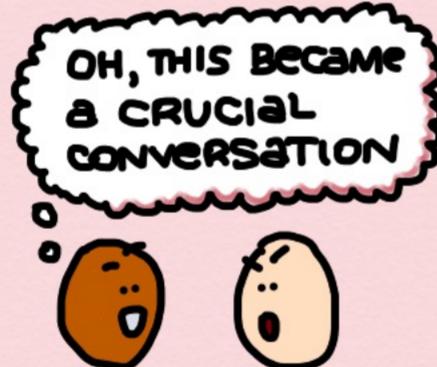
ASK MIRROR PARAPHRASE PRIME

HELP OTHERS LEAVE
SILENCE/VIOLENCE
AND SHARE THEIR
STORIES

HOW TO PUT IT ALL TOGETHER

1 LEARN TO LOOK

- ARE WE IN OR OUT
OF DIALOGUE?



2 MAKE IT SAFE

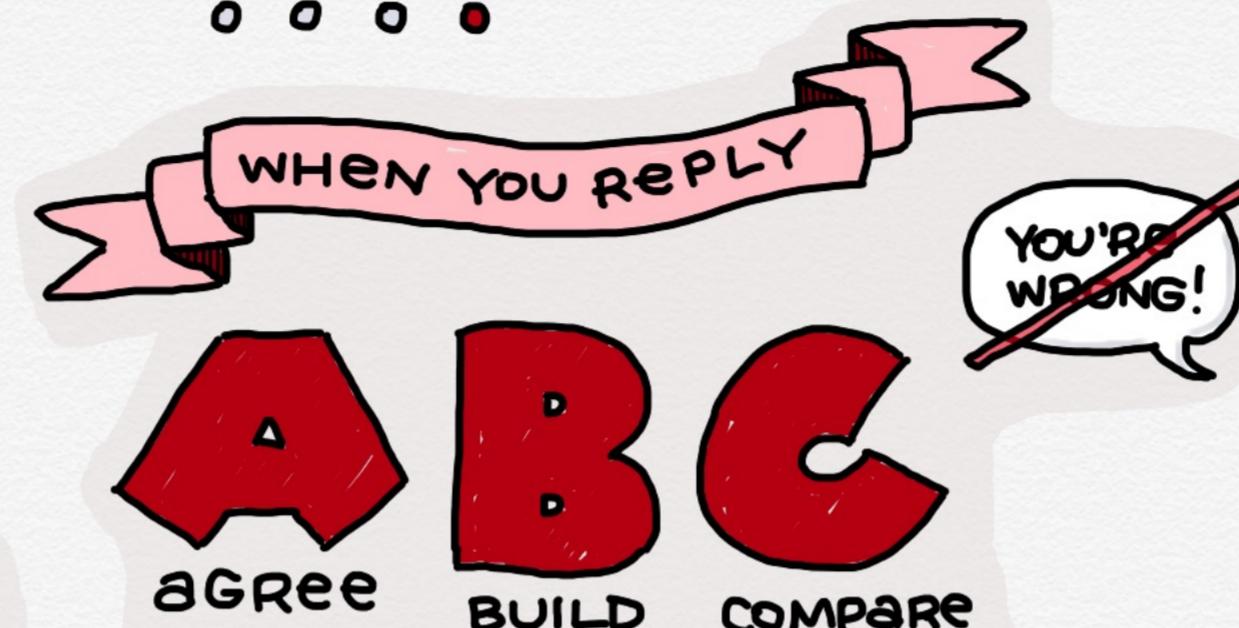
- DO WHATEVER YOU THINK OF

PREPARE

TAKE TIME BEFORE CONVERSATIONS YOU
KNOW WILL BE CRUCIAL TO REVIEW SKILLS

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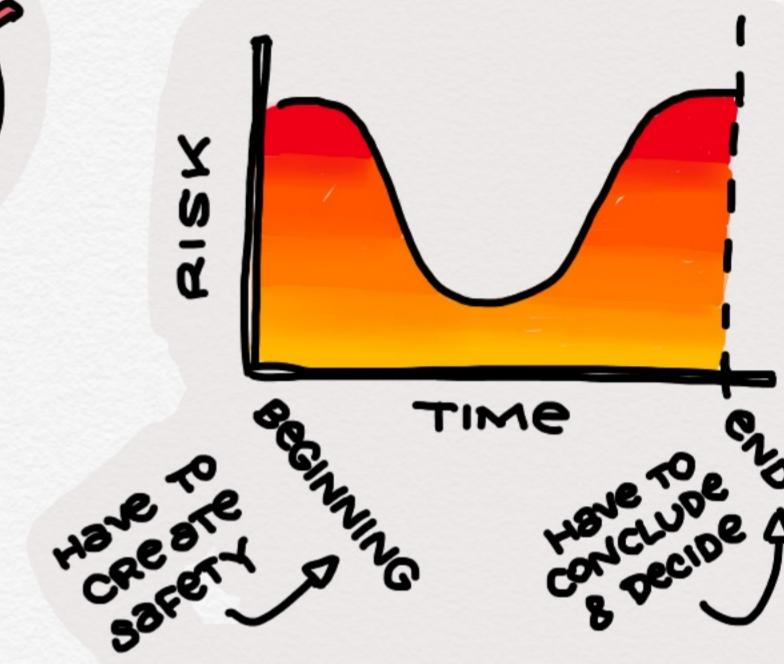
LOOK FIRST FOR AREAS OF AGREEMENT,
THEN ADD YOUR ADDITIONAL PERSPECTIVE
AND THEN EXPLORE YOUR DIFFERENCES

RECOGNIZE THAT YOU MIGHT BE WRONG!

DIALOGUE



DECISION MAKING



• [DECIDE HOW TO DECIDE] •

1

2

3

4

COMMAND

CONSULT

VOTE

CONSENSUS

INCREASED INVOLVEMENT, COMMITMENT, INEFFICIENCY

WHO does WHAT by WHEN

FINISH

SET FOLLOW-UP DATE
AND THEN HOLD PEOPLE
ACCOUNTABLE