

Conversations That MATTER

**What is a
conversation that
matters?**

What is a conversation that matters?

1. **Conflicting ideas/PoV**
2. **Strong feelings/prefs**
3. **High risk**

1. Sometimes I avoid situations related to people I'm having problems with. **True or False?**
2. When others make points that seem stupid to me, I sometimes let them know it without holding back. **True or False?**
3. I have put off returning calls or emails because I didn't want to deal with that person. **True or False?**
4. In order to get my point across, I sometimes exaggerate my side of the argument. **True or False?**
5. When dealing with awkward or stressful subjects, sometimes I hold back rather than give my full and candid opinion. **True or False?**
6. If I really get into a heated discussion, I'm sometimes tough on the other person. In fact, they might feel a bit insulted or hurt. **True or False?**

**Everyone
does it**

Everyone does it

**Avoid or
Aggro?**

Concern



Avoid

Aggro

Conversation

Candor



Fairy Tales for the 21st Century

Fairy Tales

Storytime

Fairy Tales

Tales vs Reality

Conversations That Matter

- Avoid & Aggro
- Fairy Tales

Halp! I'm Stuck

Halp! I'm Stuck
Understand
Each Other

Halp! I'm Stuck

The Choice



Halp! I'm Stuck
Question
everything

Halp! I'm Stuck

- **One time**
- **Many times**
- **Relationship**

Halp! I'm Stuck

Sinner: **It's not my fault!**

Saint: **It's all your fault!**

Powerless: **There's nothing I
can do!**

Halp! I'm Stuck

Sinner: What's my role in this?

Saint: Why are they acting like this?

Powerless: What can I do to move this conversation forward?

Stay Focused

Stay Focused

**Do you avoid
or aggro?**

**Sometimes I avoid
situations related to
people I'm having
problems with.**

**When others make points
that seem stupid to me, I
sometimes let them know
it without holding back.**

**I have put off returning
calls or emails because
I didn't want to deal
with that person.**

**In order to get my point
across, I sometimes
exaggerate my side of
the argument.**

**When dealing with
awkward or stressful
subjects, sometimes I hold
back rather than give my
full and candid opinion.**

If I get into a heated discussion, I'm sometimes tough on the other person. In fact, they might feel a bit insulted or hurt.

Stay Focused Your Lizard Brain

Stay Focused

**What do you
(really, really) want**

Stay Focused

**Your behaviour
shows what you
actually want**

Safe Space

Safe Space

**Conversation that
matters?!**

Safe Space

**Avoid & Aggro
Signals**

Safe Space

Why, not what

Safe Space

Shared Direction

Safe Space

Shared Regard

Safe Space

Obstacle or

Misunderstanding?

Safe Space

**Contrasting
Statements**

Safe Space

Don't → do

Safe Space

Apologize

Safe Space

I am sorry for [action].

It was wrong because [reason, not excuse].

In the future I will [action to take/not take].

Do you accept my apology?

Safe Space

**Creating shared
direction**

Safe Space

Ask: Start Over

Dig: Whys Matter

Create: Shared Direction

**Influence, don't
irritate**

Influence, don't irritate

What & How

Influence, don't irritate

What: Facts

Influence, don't irritate

**What:
Your Tale**

Influence, don't irritate

**What:
Their Tale**

Influence, don't irritate

How:

Leave room

Influence, don't irritate

**How: Concern &
Candor**

Active Listening

Active Listening

Ask

Active Listening

Mirror

Active Listening

Paraphrase

Active Listening

Prime

**Lights, Camera,
ACTION!**

Lights, Camera, ACTION!

WHAT needs to be done

WHO is going to do it

WHEN it needs to happen

(and **follow-up**, if needed)

Conversations That Matter

- **Avoid and Aggro**
- **Fairy Tales**
- **Get unstuck**
- **Stay focused**
- **Safe space**
- **Influence**
- **Active Listening**
- **Take action**

Resources

Crucial Conversations

<https://cruciallearning.com/crucial-conversations-for-dialogue/>

THANKS!



on

AMA!



Ashleigh Lodge

Leader, Product Team

Neovation Learning Solutions

[@shimmoril](#)

[ashleighlodge.ca](#)