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Crucial Conversations Improvement Plan

Part 1: My Score Sheets

Style Under Stress Assessment (4-1) Dialogue Skills Assessment(4-2)

Silence ()	Violence ()	Ch 3: Start with Heart () () 13 (F) () 19 (T) () 25 (F)	Ch 7: STATE My Path () () 17 (T) () 23 (T) () 29 (T)
Masking () 5 (T) () 6 (T)	Controlling () 7 (T) () 8 (F)	Ch 4: Learn to Look () () 14 (F) () 20 (T) () 26 (T)	Ch 8: Explore Others' Paths () () 18 (F) () 24 (T) () 30 (T)
Avoiding () 3 (T) () 4 (T)	Labelling () 9 (F) () 10 (F)	Ch 5: Make it Safe () () 15 (T) () 21 (T) () 27 (F)	Ch 9: Move to Action () () 31 (F) () 32 (F) () 33 (F)

Withdrawing	Attacking	Ch 6: Master My Stories ()	
() 1 (T)	() 11 (F)	() 16 (T)	
() 2 (F)	() 12 (F)	() 22 (F)	
		() 28 (F)	

Part 2: My Style Under Stress

The Pool of Shared Meaning is essentially our unique combination of “opinions, feelings, theories, and experiences about the topic at hand.” Each person has their “pool.” When two people enter the crucial conversation stage, their pools likely differ but begin to grow simultaneously, adding to their shared pool of information. This is mainly called dialogue. This is explicitly stated as the “free flow of meaning between two or more people.” These traits are needed for a real crucial conversation, as the dialogue is the platform for the Pool of Shared meaning to take place on.

Based on my Style Under Stress Management results, I have significantly more Silence traits than Violence traits. I am honestly not surprised, as I was never an extremely outgoing and extroverted individual; I always preferred to remain silent than the latter. My parents taught me to avoid situations that will lead to further conflict. I was also taught to whittle down tense situations into a more pleasurable scenario for all parties involved. The only part that I am not as well-versed in is the aspect of withdrawing. Growing up as a relatively socially-awkward person, withdrawing has always been difficult for me; however, I have gotten better over the years by implementing a mild sense of humor. What originally was an awkward good-bye has turned into an “Alright, take care, see you later!” Although it is not a fantastic improvement, slow progress

is still progress. From the Violence traits, I have marked all Labelling and Attacking as False. I assume this is due to my generally non-assertive nature. I firmly stand with what I have chosen.

Part 3: My Crucial Conversation Improvement Plan

From my assessment, I have learned that I need assistance in “Start with Heart,” “Master My Stories,” and “Move to Action.” These, respectively, are chapters 3, 6, and 9. Starting with chapter 3, at the moment, I lack the proper starting traits. One main area of improvement for myself is the fact that I subconsciously focus on winning the argument rather than making my point and letting my emotions get in the way of my logical thinking. In the chapter, the CEO of a company is accused of their hypocritical acts. Instead of addressing the task at hand, they attack the person asking the task; this is commonly referred to as red herring or strawman. Even if it is tough to admit, I have also done acts similar to this in the past. I was not entirely proud of doing so; however, I knew that this was an area that I needed to work on. However, their response afterward is what I strive to act like. They admitted to their fault and aspired to be better from that point on.

Moving on to chapter 6, I notice that my main area of improvement lies in the fact that I sugar-coat my opinions depending on whatever emotions I have at the moment. In the chapter, an individual is part of a group for an assignment. They feel like they are being downplayed because of their gender. However, they are not assertive with their emotions, only ever bringing it up via sarcastic jokes and whatnot. Immediately I share common ground with the individual from the short story. Although I do not let my emotions get in the way of an assignment, I only ever bring up feelings of dismay through sarcastic jokes and small-talk. I can improve here by speaking more bluntly instead of sugar-coating my opinions to maintain peace. I can improve by

stepping back and asking myself what I want to get and if it is worth temporarily breaking the peace to attain further connections.

Lastly, in chapter 9, I notice that my area of improvement lies in my decision-making abilities. The text gives a “move to action” summary that explains the proper decision-making order. First, you should command because decisions should be made without directly involving others’ opinions initially. Next, you should consult others on the calculated decision. The views of others now show their importance. The input of the group is attained then a subset of the views decides the outcome. Afterward, a vote is cast out to determine what to do with the given decision. Lastly comes the consensus, the area of most conflict, where everyone should agree and support the final decision. The text explicitly says, “Determine who does what by when.” This makes any deliverable as clear as day and makes people accountable for their promises. I need to work on the “command” aspect of decisions. I rely too much on the opinions of others instead of my own. This can easily be improved by holding more confidence in what I do.

To conclude, my main areas of improvement lie in three main areas. The first area is that I focus too much on winning rather than making my point. I can improve this by pushing my ego aside and say that I am wrong rather than remaining headstrong. The second area is my habit of sugar-coating my opinions rather than be blunt and get my direct thoughts across. This can be resolved by pushing my concern aside and think of the better that will come out afterward. The third area is improving my decision-making abilities. As I stand now, I rely on the opinions of others more than my own. This, on its own, is not necessarily a bad thing; however, it takes away from me as an individual. I can improve by holding more confidence in my abilities.