



Crucial Conversations

IC Everything + Strictly Dark Web



Outspoken by whom?

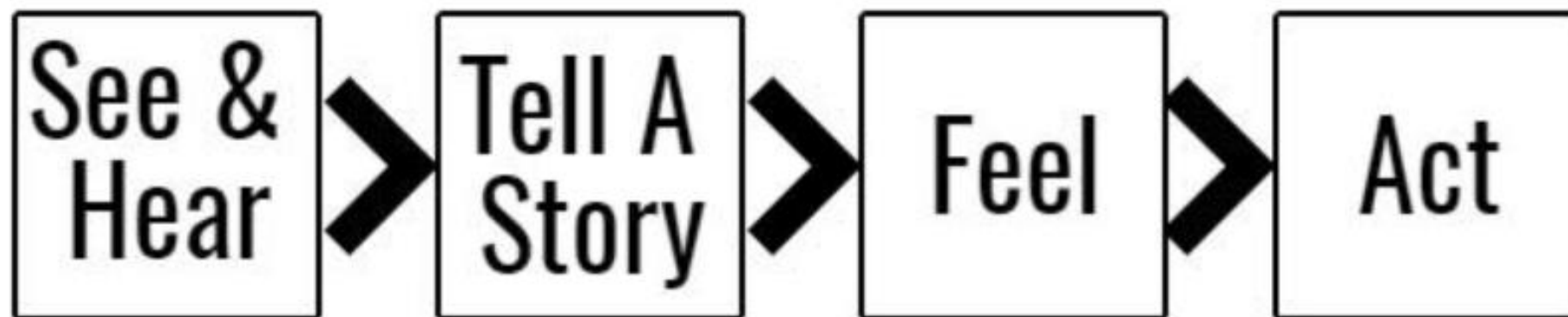
- Dorothy Parker, when told that she was very outspoken

How to Speak Persuasively, Not Abrasively

STATE My Path:

- ▶ **Share your facts**
 - ▶ Start with the least controversial, most persuasive elements
- ▶ **Tell your story**
 - ▶ Explain what you're starting to conclude
- ▶ **Ask for others' path**
 - ▶ Encourage the sharing of facts & stories
- ▶ **Talk tentatively**
 - ▶ Your story is your story – don't disguise it as a fact!
- ▶ **Encourage testing**
 - ▶ Make a **safe** space for opposing opinions

How not to resort to silence or violence



See Crucial Conversations, Tools for Talking When the Stakes Are High, Fg. 7-1 pg 137



Being Persuasive

- ▶ We're not trying to persuade others that we are *right*.
- ▶ We aren't trying to “win” the discussion.
- ▶ **We want our meaning added to the pool & to get a fair hearing.**

How about using a shocking conclusion to make your point?

- ▶ **“IF YOU DO THAT THING YOU WANT TO DO THEN I CAN GUARANTEE YOU, WE WILL BE SUED UNDER GDPR FOR AT LEAST €20 MILLION DOLLARS OR 4% OF OUR GLOBAL REVENUE!”**
- ▶ When we give no facts to support our conclusion, others tell a Villain Story about us (pg. 118-119)
- ▶ Choices other's make about us: either we're (1) stupid or (2) evil
- ▶ Start with your facts in order to be seen as:
 - ▶ Reasonable
 - ▶ Rational
 - ▶ Decent (and who doesn't want to be decent?)

See *Crucial Conversations, Tools for Talking When the Stakes Are High*, pg 139



Ask for Others' Paths

- ▶ Goal: “Keep expanding the *pool of meaning* rather than to be right, to make the best decision rather than to get your way, then you’ll willingly listen to other views. By being open to learning we are demonstrating humility at its best.”

Effective Story Sharing

- ▶ Strike a blend between **confidence** and **humility**
- ▶ The more convinced/forceful you act – the more you alienate others
- ▶ The more **tentatively** you speak, the more people open to your opinions

Video Interlude: The Debate

https://www.youtube.com/watch?v=rzn9bGHQI_g&list=PLq6xHLjpckwdhqQcZG1-oSluEBqZcVKLV&index=7&t=0s

► And now it's time for a redo...

https://www.youtube.com/watch?v=R_SeQQTpVeE&list=PLq6xHLjpckwdhqQcZG1-oSluEBqZcVKLV&index=8&t=0s

Discussion Questions:

Encourage Testing

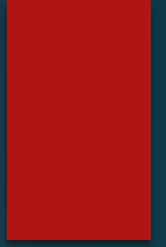
- ▶ **Describe a time in your cross-functional team that you had difficulty finding your voice / articulating your requirements/indentations?**
 - ▶ Sharing your Facts & Sharing your Story
- ▶ **Share some of your appreciation / understanding of the other roles in a company, particularly impressions you gained in this course that you might not have had prior to working on the project?**
 - ▶ Asking for other's paths
- ▶ **Can you describe a time you discovered a flaw in your own logic based on a perspective from another discipline?**
 - ▶ Asking for other's paths

Discussion Questions:

Least Preferred Coworker

- ▶ Think about a colleague or teammate whom you have enjoyed working with LEAST.
- ▶ How might you approach interactions differently now? (Reflection)

Storytelling, Information Literacy



- ▶ What else do the folks in the classroom need to know about your professional area?
- ▶ Who are exemplars or culture bearers for your profession? Why?
- ▶ For reflection: How will you continue to increase your knowledge in this area?
- ▶ Bias and “mirror-tocracy”