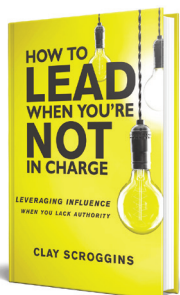


CONVERSATION GUIDE

Most challenging conversations fail to get off the ground because **WE LACK PREPARATION.** There is too much at stake to be unprepared. Keep this guide near you, and walk through it step by step as you prepare for your next important conversation.



OTHER RESOURCES:

- ***Difficult Conversations***
Douglas Stone, Bruce Patton, and Sheila Heen
- ***Crucial Conversations***
Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
- ***Unlikely Teachers: Finding the Hidden Gifts in Daily Conflict***
Judy Ringer

1. ADVOCATE

HOW CAN I COMMUNICATE THAT I AM FOR THIS PERSON?

The most effective environments for conversations are marked by safety. When the other person is convinced you are for him or her, safety is ensured. Once you are emotionally neutral enough to communicate advocacy for the other person, you are ready to have the conversation.

2. ASK

WHAT CAN I ASK ABOUT THE OTHER PERSON'S POINT OF VIEW?

Curiosity cultivates humility and also builds a bridge between you and the other person. Make a list of questions to ask about the other person's perspective. Until you make the long walk of empathy to see what the other person is seeing, you haven't seen all there is to see.

3. ACKNOWLEDGE

WHAT CAN I SAY ABOUT THE OTHER SIDE OF THE SITUATION?

Once you have been as curious as you can be to discover what the other person sees and feels, force yourself to say it out loud. "What I hear you saying..." is always a great way to acknowledge the other person's perspective.

4. ADVISE

WHAT SOLUTIONS AM I BRINGING?

Issue identification alone is not helpful for progress. You must bring solutions and not just problems, especially when this conversation is happening with your boss. If you sense defensiveness, go back to asking questions.

LEARN MORE:

WWW.CLAYSCROGGINS.COM/RESOURCES