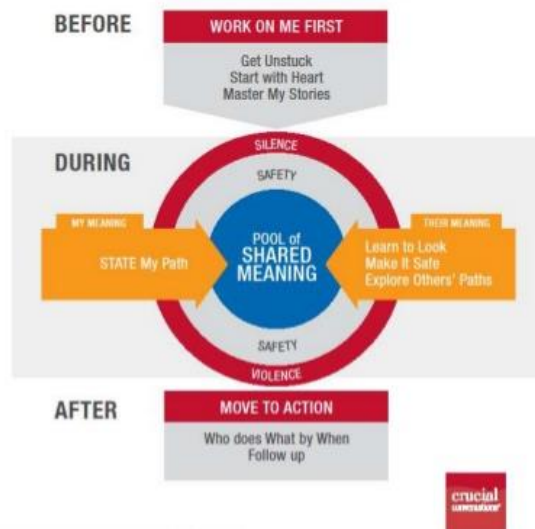


CRUCIAL CONVERSATIONS MODEL



GET UNSTUCK

Instructions: To identify where you are stuck, let's look at some areas in your life where you may be experiencing a poor result or a strained relationship.

Use the following questions to help you explore the possibilities.

- What bad results do you want to fix?
- What good results are you currently unable to achieve?
- What problem are you always trying to fix?
- What do people complain about at home and/or at work?

Write down your lists for your professional life and/or your personal life.

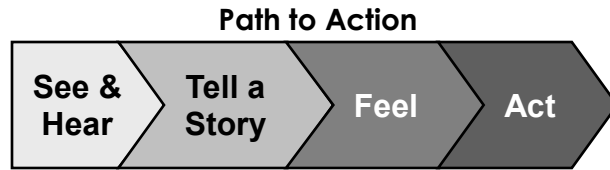
Professional

Personal

Instructions: Unbundle with CPR. Pick a personal or professional issue from your list. Identify if the conversation should be addressed as content, pattern, or relationship.

- Content
- Pattern
- Relationship

MASTERING MY STORIES



STATE MY PATH

Share your Facts

Tell your Story

Ask for Others' Paths

Talk Tentatively

Encourage Testing/Discussion

Skill	Context	Key Phrases
Share Your Facts	Start with what you see and hear. You may need to include how what you see and hear differs from your expectations. This provides clarity.	"I noticed that..." "The last three times we talked about this..." "We were hoping to see improvements in this area. Here's where we are..."
Tell Your Story	You are not sharing your story in order to justify your feelings and actions; you are using it to help the other person understand why the facts you've shared are of concern to you.	"It leads me to conclude that..." "I believe that..." "I start to think that..."
Ask for Others' Paths	Be Humble. Let others share new ideas and challenge your story. Once you've shared your perspective give the other person an opportunity to share theirs.	"I am interested in your perspective. Would you mind sharing?" "Can you help me better understand?" "What's your view on this situation?"

Situation	Share the facts	Tell your story	Ask for others' path