

# Crucial Conversations 4 Step Process

1

## Start with Positive Intent

**Talk Straight:** "I wanted to have a discussion with you today about something that is bothering me."

**Tie to Values:** "Having open and honest discussions is important to all of us and is part of our organizations values."

**Explain the WHY:** "Let me explain **WHY** it's important for us to have this discussion. I want you to be successful and I want you to have a great experience while you are working here."

"Living the values and delivering results are the two most important things that will determine our success as an organization. Do you agree?"

2

## Stick with the Facts

**This is the issue the way I see it:**

Keep the conversation easy and relaxed – Stay calm.

Stick with the facts and consequences.

Limit the scope of the problem – don't make a laundry list of things. Fix one problem at a time.

3

## Listen to Understand

**Be Curious** "I would like to get your opinion about this and I would appreciate your honesty."

**Reflect** "I can tell there may be something else at play here. What else can you share with me?"

**Confirm and Acknowledge** "What I believe you are saying is.. Do I have that right? I appreciate you sharing that with me."

4

## Agreement

**Plan of action:** Let's talk about a plan to solve this.. What specifically are your ideas?"

**Be crystal clear:** "Let's be clear about what we are going to do".

**Make and honor Commitments:** Making and honoring commitments are part of our values. Can you make a commitment to.....?

**Revisit progress:** Let's set up a follow-up meeting to check in on your progress. We good?