Notes:

### **Receive Three Powerful Resources**

Continue to improve your results with three powerful resources:

**Style Under Stress Assessment**—a self-scoring personal assessment to evaluate your crucial conversation skills.

MP3 Audio Files—additional audio tracks from the authors of Crucial Conversations

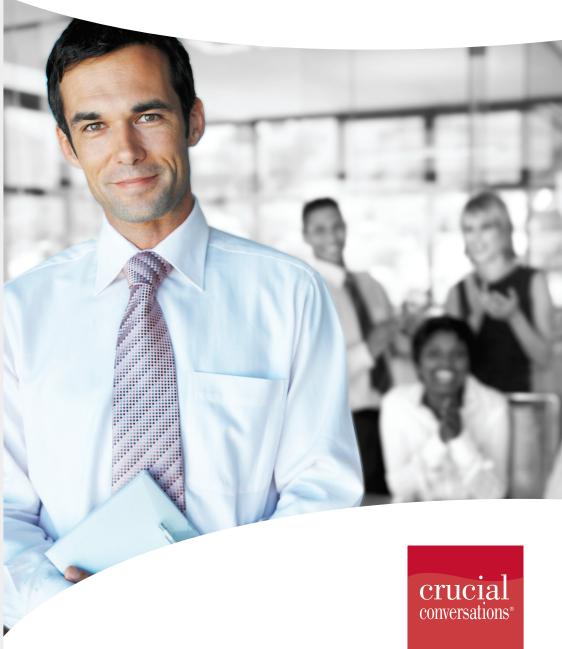
Video Examples—watch examples of Crucial Conversation skills in real-life situations.

To receive an e-mail with your three free resources, simply visit www.vitalsmarts.com/ freeresources and provide us with your contact information.



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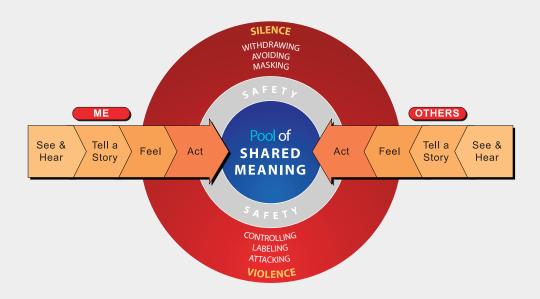
# Crucial Conversations presentation skill summary



**Vital**Smarts®

## The Law of Crucial Conversations®

Anytime you find yourself stuck, there are crucial conversations keeping you there. Identify the crucial conversations that you're not holding or not holding well, and get better at everything.



#### Make crucial conversations skills your best practices and everything gets better.

- Make the most of every interaction
- Present ideas that get heard
- Encourage others to express their views
- Notice when others move to silence or violence
- Identify your own Style Under Stress
- Express strong, controversial, or unpopular opinions

- Speak honestly and confidently
- Help others engage in healthy dialogue
- Generate and commit to the very best ideas
- Make decisions without replowing or backtracking
- Maximize creativity, teamwork, synergy, input, collaboration, empowerment, and decision making

## Crucial Conversations principles and skills

PRINCIPLES	SKILLS	CRITICAL QUESTIONS
Get Unstuck	Spot the conversations that are keeping you stuck	What conversations am I not holding or not holding well?
Start with Heart	Work on me first	What do I really want?
	Focus on what you <i>really</i> want  Refuse the Sucker's Choice	Am I behaving in ways that move me toward what I want?
	Troided the ederker's enrolled	Am I making Sucker's Choices?
Learn to Look	crucial	Am I noticing signs that safety is at risk?
		Am I moving to my Style Under Stress?
	Learn to look for your own Style Under Stress	
to fix i	Apologize when appropriate, contrast to fix misunderstandings, create Mutual Purpose	Have I esablished Mutual Purpose?
		Have I maintained respect?
Master My Stories	Separate facts from stories  Watch for three clever stories (Victim, Villain, and Helpless)  Tell the rest of the story	Am I pretending not to notice my role in the problem?
		Why would a reasonable, rational, and decent person do this?
		What should I do right now to move toward what I really want?
STATE My Path	STATE My Path  STATE. Share your facts, Tell your story, Ask for others' paths (What); Talk tentatively; Encourage testing (How)	Am I really open to others' views?
		Am I confidently expressing my own views?
Explore Others' Paths	Explore with added AMPPs. Ask, Mirror, Paraphrase, Prime	Am I actively exploring others' views?
Move to Action	Decide how to decide	What is the plan from here?
	Document who does what by when and follow-up	