



CRUCIAL CONVERSATIONS TRAINING REFERENCE

SUMMARY

What is a Crucial Conversation? – A discussion that we might typically delay or avoid because it has the potential for conflict, strong emotions and/or opposing points of view.

How to effectively have a Crucial Conversation.

1) Embody Christ-like characteristics in preparation and practice:

Humility – Be honest with ourselves about our own weaknesses and check our motives, assumptions and biases.

Empathy – Taking time to put ourselves in other’s shoes by sincerely attempting to understand and share their feelings.

Optimism – Hold and demonstrate the belief that the conversation will lead to a positive outcome.

2) Apply three essential elements:

Suspend Judgment – Withhold prejudgment about the other person’s character or motives and avoid personalizing the issue(s) as to how they affect you.

Describe the Gap – Initiate the discussion by using only factual statements that explain the gap between what was expected versus what actually took place.

Get Curious – Ask questions that will encourage the other person to open up and feel comfortable fully sharing his/her perspectives.

ADDITIONAL RESOURCES

- **Act Justly** - We diligently seek to understand and comply with the laws, regulations and policies that govern our operations and ministry.
- **Love Mercy** - We train and hold each other accountable with grace and kindness
- **Walk Humbly with God** - We are aware of God’s presence in all we do; therefore, we are ethical and diligent in our work and respectful in our relationships with others. (Employee Code of Ethics & Conduct; Micah 6:8)
- View “Taste of the Summit LIVE with Joseph Grenny” on YouTube
- Subscribe to the Crucial Skills Newsletter at <https://www.vitalsmarts.com>