

difficult conversations

difficult **conversations**

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UPDATED SECOND EDITION

crucial conversations



**TOOLS FOR TALKING WHEN
STAKES ARE HIGH**

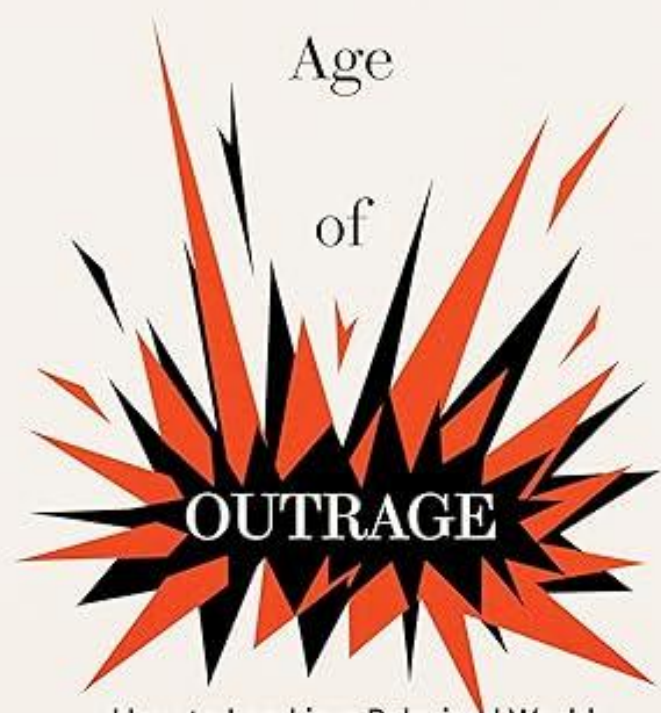
FOREWORD BY STEPHEN R. COVEY

NEW YORK TIMES BESTSELLING AUTHORS
PATTERSON • GRENNEY • McMILLAN • SWITZLER

The

Age

of



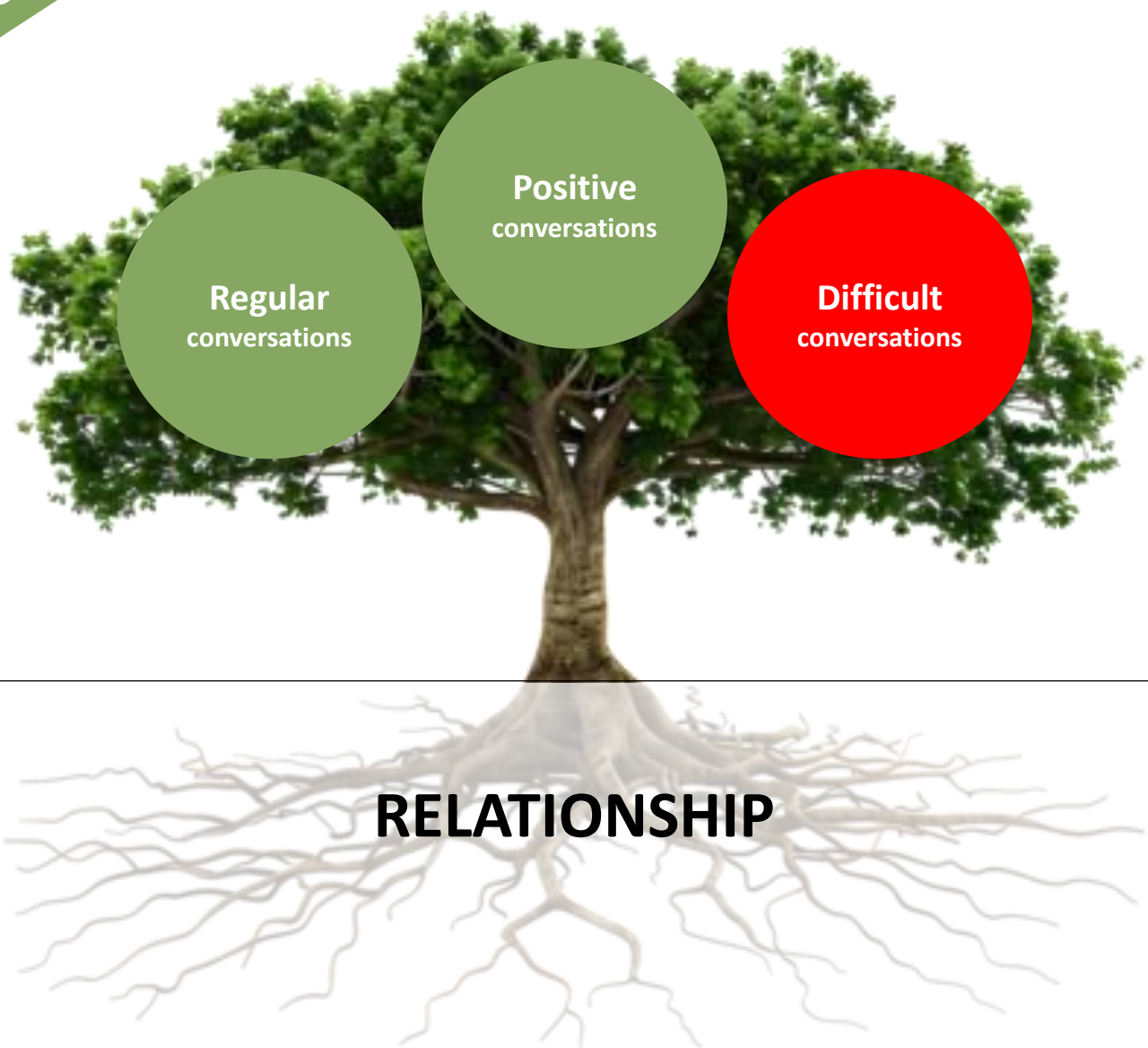
OUTRAGE

How to Lead in a Polarized World

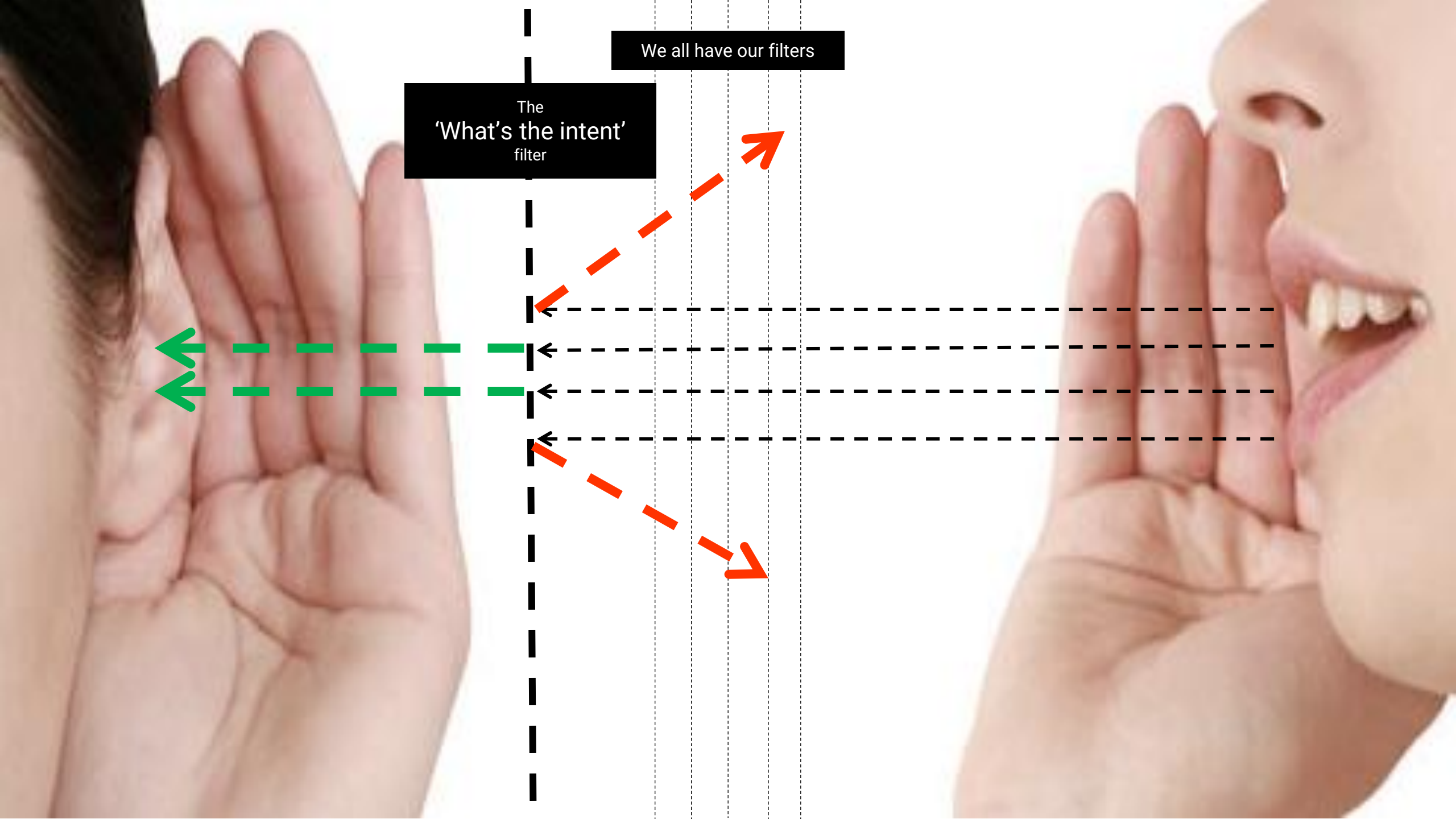
KARTHIK RAMANNA

HARVARD BUSINESS REVIEW PRESS

The Tree of Interaction



You can't **cut their noses,**
and expect them to **smell the roses**



The
'What's the intent'
filter

We all have our filters

A **script** may be starting to form

- Do you have time to talk about....
- I wanted to talk about....

- I agree with you on....
- I respect you for....
- I like your thinking around....

- I think your goal is....
- You've said your interest is in....

- My hope is that....
- I want to....

Opening



Psychological safety



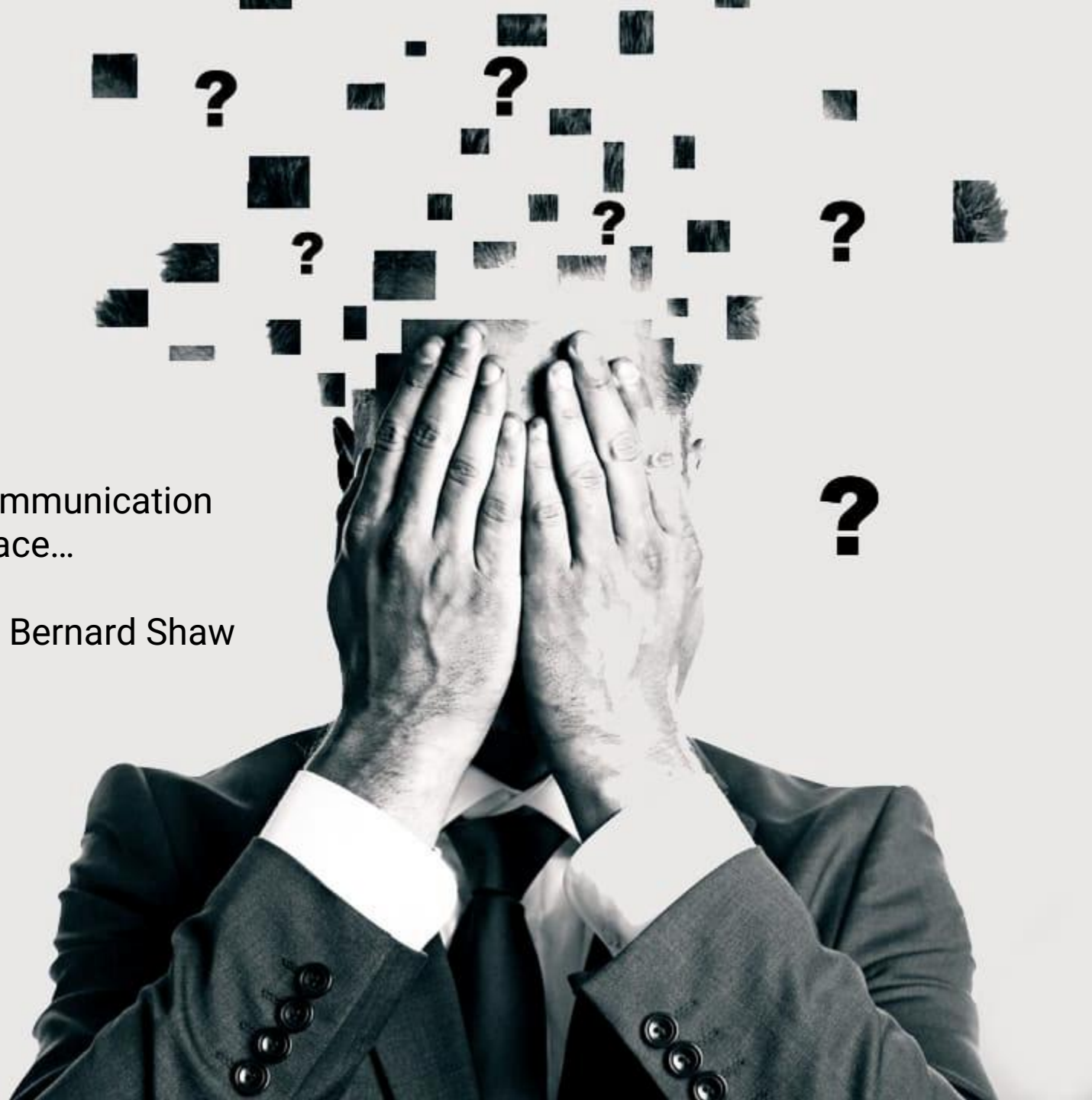
Respecting their intent



State your intent

The single biggest problem in communication
is the illusion that it has taken place...

George Bernard Shaw



Six skills of managing difficult conversations

1

The right 'level' of conversation, using the right 'words'

2

Instead of having a 'difficult conversation', aim to tell the truth

3

Cool down- 'Check' assumptions, don't 'make' them

4

Build and rebuild psychological safety

5

State your intent, and show interest in the others' intent

6

Close with accountability

Learning objectives



- Provide 6 practical skills to make difficult conversations not-so-difficult
- Build confidence in having these tough conversations
- Practice with a case study, and a real-life scenario

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