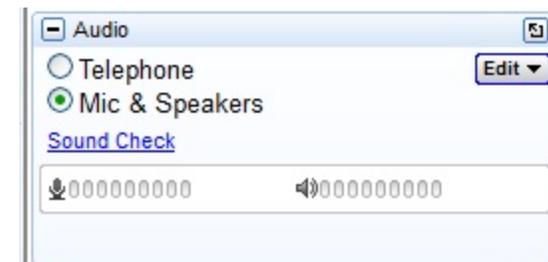


Welcome to the webinar... We will begin shortly

For Demonstration Purposes

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Crucial Conversations: Critical Concepts to Help You Effectively Discuss What Really Matters Most

Hosted by: Deb Oliver, IIBA

Presented by Bob Prentiss (Bob the BA)



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Crucial Conversations:

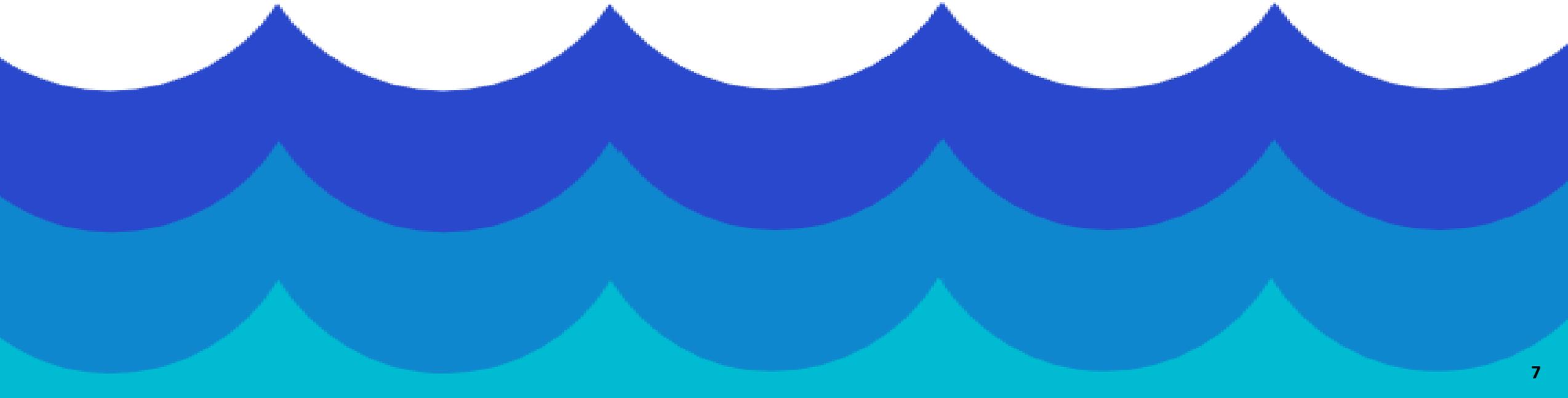


Think Learn Work
Differently

5 Critical Concepts to Help
You Effectively Discuss What
Really Matters Most

Presentation Rated PG:13

GO DEEP



There are so many
people that need a
crucial conversation.







SHUT UP.

Why can't we all just
get along?

SIGH.

YOU AGAIN.

UGH.

GO AWAY.

GET AWAY FROM ME.

Which box will you
check?



Do you avoid conflict regularly?



Have you been bullied?



Have you not been able to “reach” the boss?



Have you had one of “those” holidays?



You know you have not had a perfect life.



Check this box if you have **ALWAYS** been successful at having difficult conversations and getting your desired results.



The most effective leaders are the ones that can skillfully address risky political and emotional issues. Crucial conversationalists.

25 years of research..
over 100,000 people...

Defining Crucial – Defining Conversation

crucial |'krʊʃəl|

adjective

decisive or critical, especially in the success or failure of something: *negotiations were at a crucial stage.*

- of great importance: *this game is **crucial to** our survival.*

conversation |,kɒnvər'seɪʃ(ə)n|

noun

the informal exchange of ideas by spoken words: *the two men were deep **in conversation.***

- an instance of this: *she picked up the phone and **held a conversation** in French.*

Defining the Crucial Conversation

- “A discussion between two or more people where (1) stakes are high, (2) opinions vary, and (3) emotions run strong”
- A strategic approach to having a discussion between two or more people where the stakes are high and strong opinions and emotions influence the outcome.

Excerpt From: Kerry Patterson,
Joseph Grenny, Ron McMillan &
Al Switzler. “Crucial
Conversations Skills.”

Conversations for Home

The Bully

Ditch the Roommate

The Cheater

The Holidays

Financial
Burdens

Physical Distractions

In-laws take 32

The kid who does not listen

Conversations for Work

They cross the line again, and again, and again

Critique a colleague

The Bully

Giving the unfavorable performance review

The unaccountable team member

Generational Conflict

Telling the boss they are not a good boss

Please look at the people you work with for 15 seconds. Do you see a problem?

The problem is us. If we don't address the issues we let bad behavior rule us.

The Conversations I have had

Hygiene

The requirements
debacle

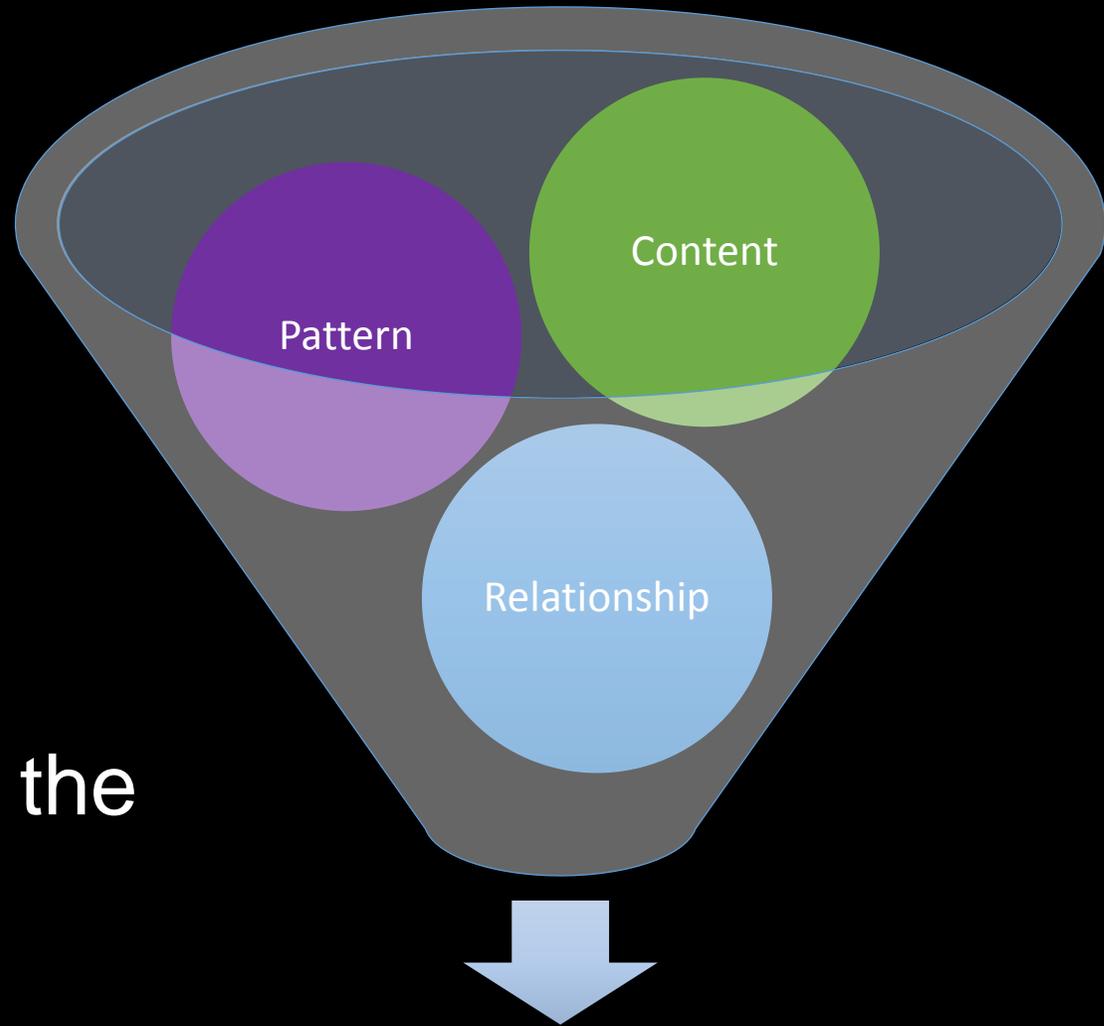
The employees
hooking up

The power play

That one time at band
camp.....

I will kill you
all in your
sleep

- Content
 - 1 Time
- Pattern
 - Repeated incidents
- Relationship
 - You start to question the intent



Crucial Conversation Types

Crucial Conversation People

Resistors

- Don't agree
- WIIFM -
- Bad
- Ugly
- Stupid

Compliants

- Do minimum
- WIIFM +/-
- Stay neutral
- Wait and see
- Maybe

Engagers

- Yes!
- WIIFM +
- On board
- Good to great
- Let's do this

5 Critical Concepts to Help You Effectively Discuss What Really Matters Most



Concept 1

Roadblocks

Stress



Root Cause



Concept 2

Conviction



The Conversations I did not have

Lois, Lois, Lois

Graduation

Helen?

Prom

The person who
called me an idiot

That other
time at band
camp....

Your time is limited, so don't waste it living someone else's life. Don't be trapped by dogma - which is living with the results of other people's thinking. Don't let the noise of others' opinions drown out your own inner voice. And most important, have the courage to follow your heart and intuition.

Steve Jobs



Concept 3

Look both
ways

Have the Conversation

Silence

Attacking

???

Control

Avoiding Issues

Emotional

Physical Distractions

Withdrawing

Lack of Participation

DON'T have the Conversation

They said no!

Hesitant

Jumpy

Nervous

Emotion

They are not ready

Depressed

Prone to violence

???





Concept 4

Story Tellers Understand...

Facts

Roles

Rationale

Five senses

Unemotional

To keep the story moving

Their view

Not to play the victim





WTF?
YOLO
BRB
BFF
IMHO
LMAO
NIMB
STBY
AITR

Story Tellers Know...

Paraphrase

To Ask

Mirroring

Have Empathy

Speaking
equally

The power of silence

Safe

Listening at all costs

environments

Concept 5

HELLO

I AM...

ACCOUNTABLE

Not all crucial conversations:

Should be had (did you have permission?)

Can be had (timing)

Work....

**There is ALWAYS room to be a
better person.**

**Have a crucial conversation
and you will be.**

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