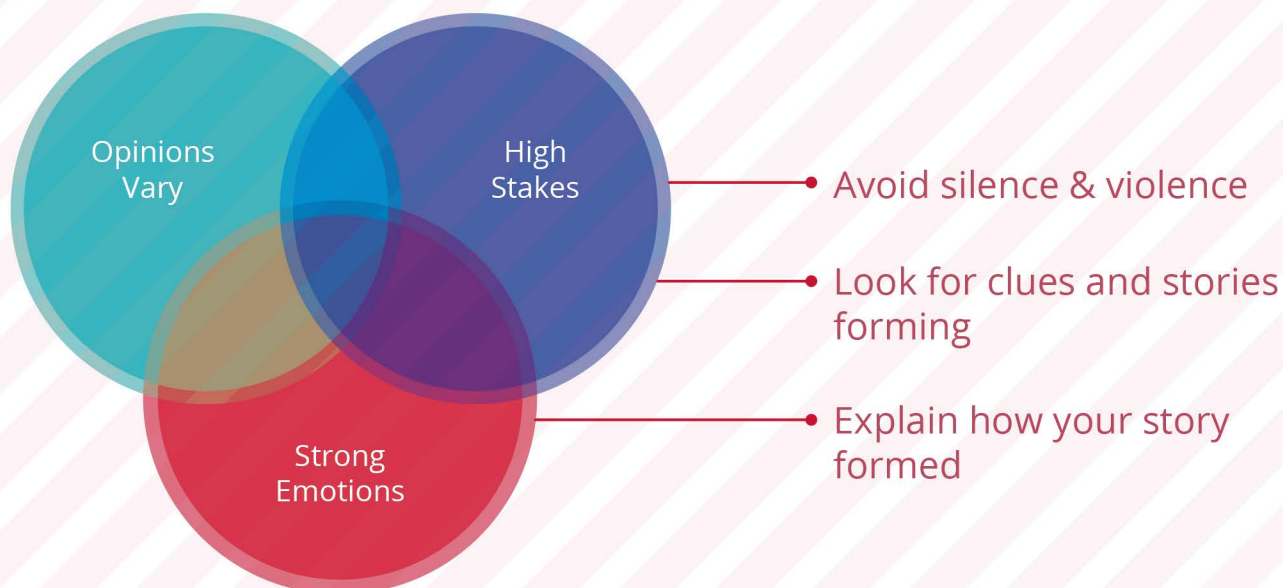


Crucial Conversations

What Makes a Crucial Conversation?



Watch For...



Silence
Withholding information



Violence
Going on the offensive

CRIB - for creating mutual purpose

Commit to finding a mutual purpose

Recognize the reason behind the behaviors

Invent a mutual purpose

Brainstorm new strategies to achieve each other's purpose

STATE - state your path

1 | Share the facts

2 | Tell your story

3 | Ask for others' paths

4 | Talk tentatively

5 | Encourage testing

Shared Pool of Meeting

