

LESSONS IN LEADERSHIP - Module 1

Becoming a Better Communicator... Especially in Crucial Conversations

 THE BUSINESS SOURCE

Key Points

Why Not Leave Well Enough Alone?

When conversations get crucial, about 75% of people shut down. If you don't talk it out you will act it out – from silent treatment to blatant sabotage – and that causes huge problems in relationships and teams.

How Do We Begin the Process?

Start with your heart (check your motives). If your intention is to hurt, the other person will resist and become defensive. If your motives are to help and to understand - 60% of the problems you typically face in Crucial Conversation will never happen.

Getting the Right Motive

How do you get the right motive when you're angry and feeling like venting your anger? Ask yourself: "What do I really want? What's most important to me here?" it starts the brain going - and takes the emotions out.

Check your Emotions

Your emotions don't come from other people – for example, people don't make you mad; your anger is caused by the stories you tell yourself about them. You can check the story you're telling yourself about the situation by asking the question: "Why would a reasonable, rational, decent person do this?" When you're curious you're open to answers; when you're angry you shut down communication.

Describe the Gap



Now that you're in the right frame of mind you can start your dialogue by "describing the gap." Factually describe what has happened and compare it to what was expected, agreed to or promised. You then ask why it happened - and then listen.

If Confronted by Silence or Violence

If you get silence or violence, stop talking about the subject and create safety by sharing your good intentions. Then return to the subject to continue problem solving.

Final Words

Plan and practice crucial conversations so you can improve this vital skill, remove undiscussables, create solutions, build relationships, be more productive, be less stressed and enjoy the benefits of a more fulfilling professional and personal life.

