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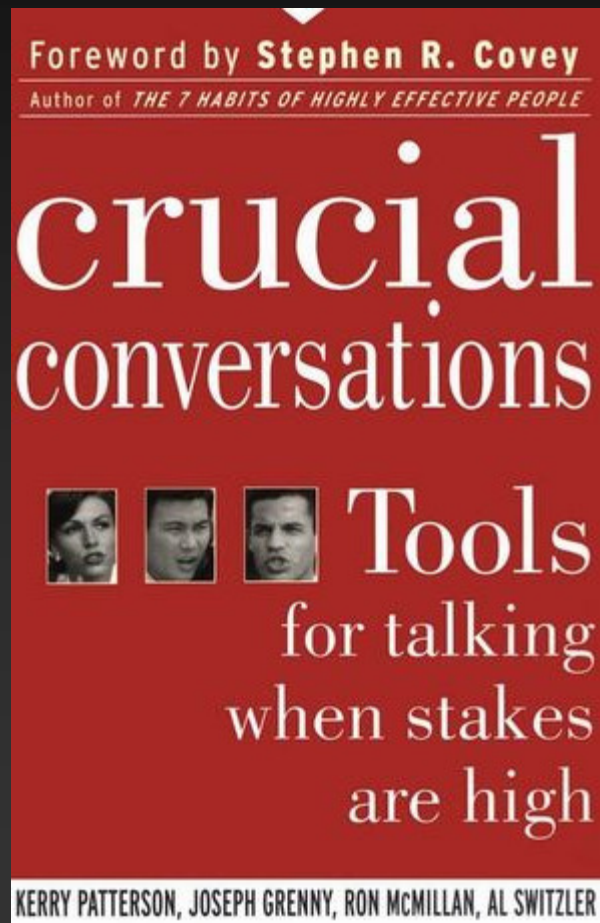
Crucial Conversations

Rick Capozzi, Learning Strategist

Rick.Capozzi@gmail.com

814.280.3954

Crucial Conversations



Crucial Conversations

“They either avoid the conversations (go to silence), they react but do so poorly by lashing out or getting angry (go to violence), or they face them and handle them well.”

Crucial Conversations: Tools for Talking When Stakes are High McGraw Hill

Objectives

1. Experience a problem-solving approach to enhance your own accountability
2. Improve performance and ensure execution through crucial conversations
3. Review skills needed to resolve pressing problems, strengthen relationships, increase quality and improve morale
4. Review the principles for holding effective crucial confrontations.

Law of Crucial Conversations

“Anytime you find yourself stuck, there are crucial conversations keeping you there. Identify the crucial conversations that you’re not holding or not holding well, and get better at everything.”

Crucial Conversations

Stakes are high

Opinions vary

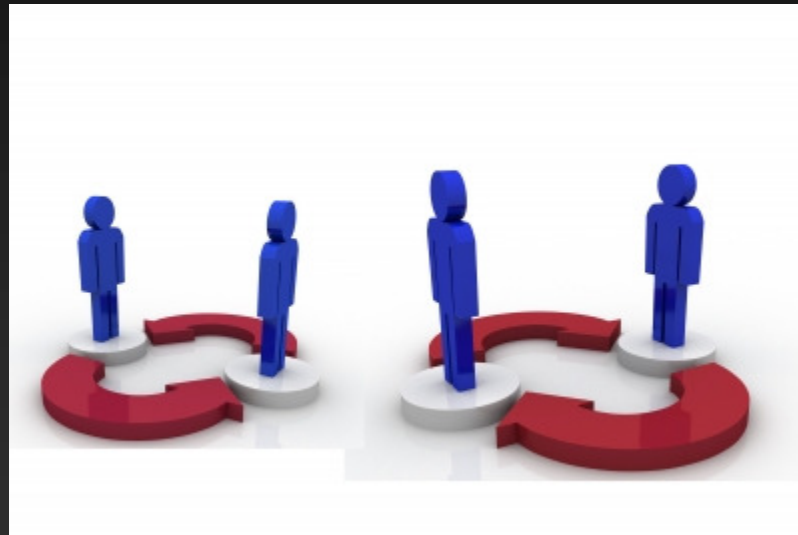
Emotions are
strong

Crucial Conversations

1. Avoid (silence)

2. Anger (violence)

Conversations



The Two Styles

Silence

Violence

Silence



Castillo Dominici / FreeDigitalPhotos.net

Silence

Masking

Avoiding

Withdrawing

Violence



Violence

Controlling

Labeling

Attacking

Analysis

Which are **THEY**
using?

Which are **YOU**
using?

“Awareness of a
problem is a
problem half
solved.”

Having Conversations



Having Conversations



Remember
that these
are two-way
conversations

A Safe Environment

Step out of the issue and build safety before continuing

Seek to establish a mutual purpose

Seek to establish mutual respect

Five steps

Share facts, not opinions, emotions or judgments

Tell your story so people know your interpretation

Ask others to share their story and interpretation

Maintain tentativeness throughout the conversation

Invite solutions to deal with the issues

1. Share facts

Share facts, not
opinions, emotions or
judgments

1. Share facts

Ask yourself,
“Why would a
rational person
do what they
did?”

2. Tell your story

Tell your story so
people know your
interpretation

2. Tell your story

Don't be blinded
by your own
personal
narrative. See
their
perspective.

3. Ask others to share

Ask others to share
their story and
interpretation

3. Ask others to share

Listen to hear
the other
person's story

3. Ask others to share

“I didn’t
hear what I
said the
same way
you did.”

Kerry Benninghoff,
PA State
Representative

3. Ask others to share

Replace
what they
heard with
what you
intended to
say.

4. Maintain tentativeness

Maintain
tentativeness
throughout the
conversation

4. Maintain tentativeness

Dissolve
preexisting
emotional
barriers

5. Invite solutions

Invite solutions to
deal with the issues

5. Invite solutions

Create a
“pool of
shared
meaning”

Having Conversations

Refuse “the suckers choice.”

Win & Lose
are not the
only
options.

Having Conversations

“And...”

Conversation



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Remember...

“They either avoid the conversation (go to silence), they react but do so poorly by lashing out or getting angry (go to violence), **or they face them and handle them well.**”

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Thank you!

Rick Capozzi

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**1211 Locke Mountain Road
Hollidaysburg, PA 16648 USA**

Capozzi**Group**

