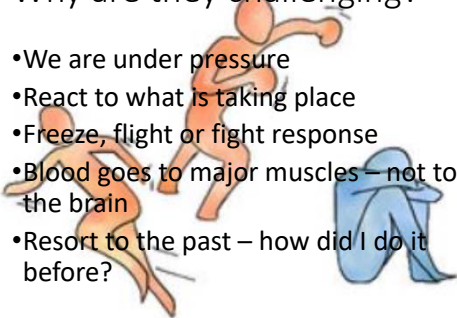
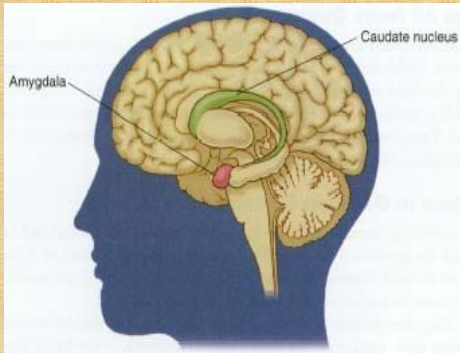


Why are they challenging?

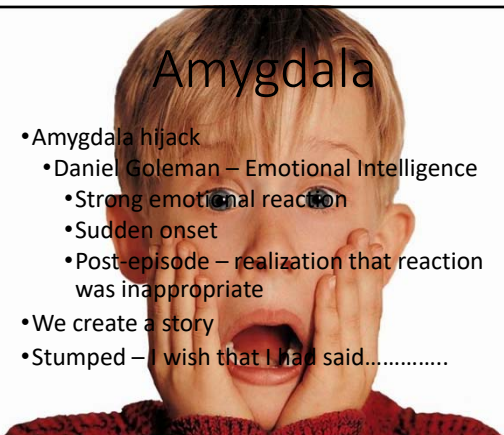
- We are under pressure
- React to what is taking place
- Freeze, flight or fight response
- Blood goes to major muscles – not to the brain
- Resort to the past – how did I do it before?

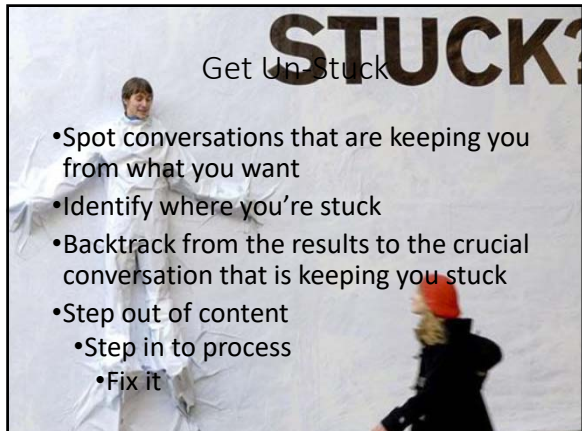




Amygdala

- Amygdala hijack
 - Daniel Goleman – Emotional Intelligence
 - Strong emotional reaction
 - Sudden onset
 - Post-episode – realization that reaction was inappropriate
- We create a story
- Stumped – I wish that I had said.....

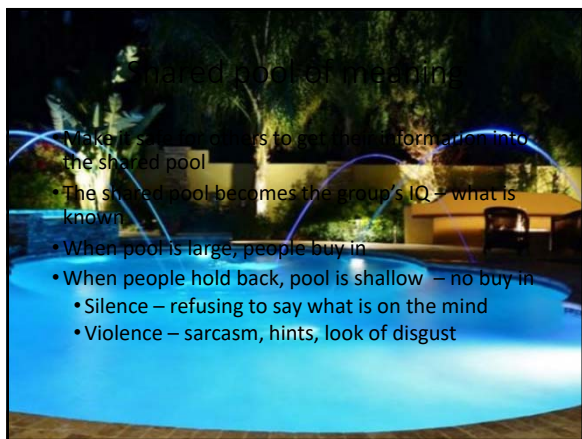




STUCK?

Get Un Stuck

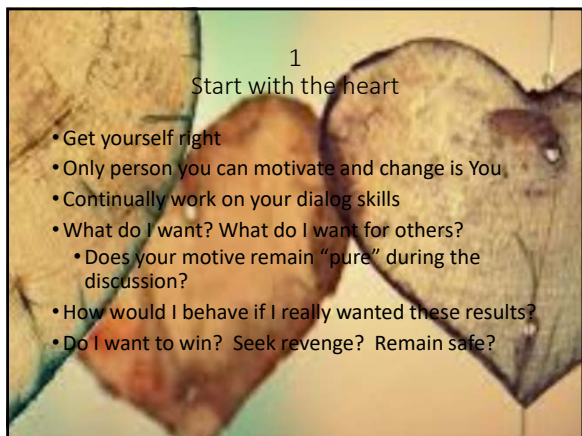
- Spot conversations that are keeping you from what you want
- Identify where you're stuck
- Backtrack from the results to the crucial conversation that is keeping you stuck
- Step out of content
 - Step in to process
 - Fix it



Shared Pool or Buy In?

Make it safe for others to get their information into the shared pool

- The shared pool becomes the group's IQ - what is known
- When pool is large, people buy in
- When people hold back, pool is shallow - no buy in
 - Silence - refusing to say what is on the mind
 - Violence - sarcasm, hints, look of disgust



1 Start with the heart

- Get yourself right
- Only person you can motivate and change is You
- Continually work on your dialog skills
- What do I want? What do I want for others?
 - Does your motive remain "pure" during the discussion?
- How would I behave if I really wanted these results?
- Do I want to win? Seek revenge? Remain safe?

Refuse Suckers Choice

- Would you like that car in a blue or gold?
- Disagree with boss or lose my job
- Hold my ground or admit your point
- Say what I really think or make it safe for you to share your concerns
- Take the blame or heap it on you
- How can I achieve both???
- and

2
Learn to look

- Pay attention to "process" and "content"
- Be aware of more than what is said
 - Physical - Behavioral - Emotional signs
- When you notice a conversation go crucial, pay attention
 - Raised voices, pointed fingers, becoming very quiet
- Is it safe? Silence? Violence? Not Safe
- Silence - Purposefully withholding information from the dialog
 - Masking - Avoiding - Withdrawal
- Violence
 - Controlling - Labeling - Attacking
- Do you go more silent or violent?

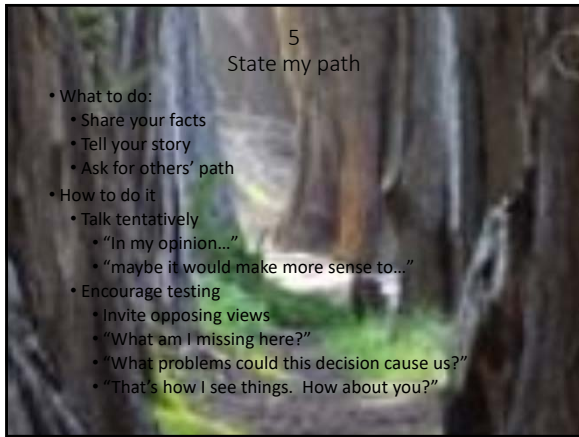
Your Crucial Conversation

- What did you want for yourself?
- What did I want for the other person?
- What Physical signs did I see?
 - Silence or violence?
- What Behavioral signs did I see?
 - Silence or violence?
- What Emotional signs did I see?
 - Silence or violence?
- Which causes me more problems?
 - When someone goes to silence or violence?



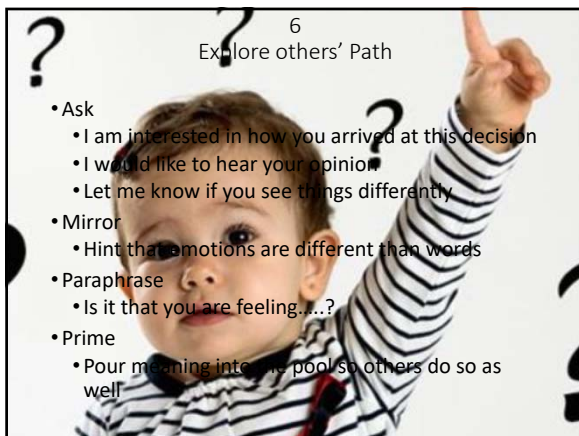
Think About

- How can I make it safe for the other person?
- How can I communicate to the other person that I respect them?
- What is our mutual purpose?
- What stories could I tell myself about the other person?
 - Victim?
 - Villain?
 - Helpless?



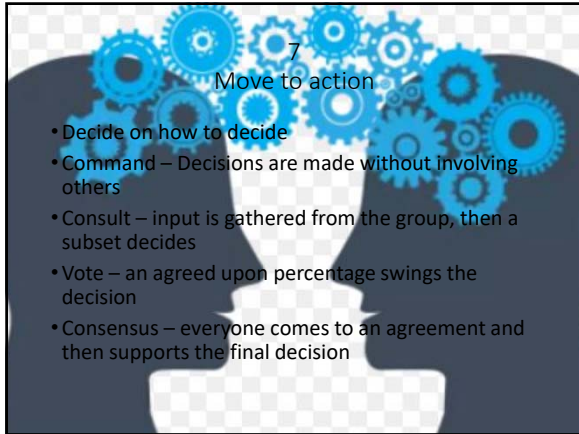
5
State my path

- What to do:
 - Share your facts
 - Tell your story
 - Ask for others' path
- How to do it
 - Talk tentatively
 - "In my opinion..."
 - "maybe it would make more sense to..."
 - Encourage testing
 - Invite opposing views
 - "What am I missing here?"
 - "What problems could this decision cause us?"
 - "That's how I see things. How about you?"



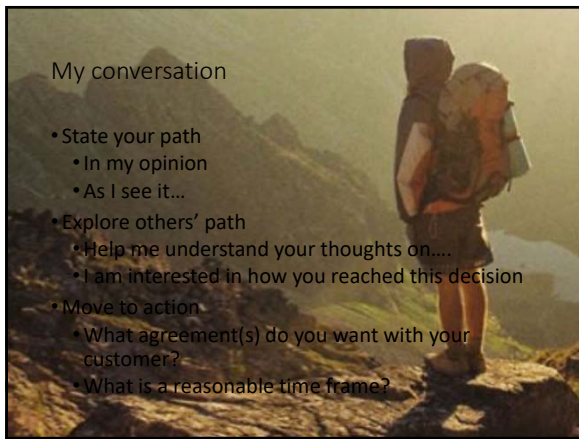
6
Explore others' Path

- Ask
 - I am interested in how you arrived at this decision
 - I would like to hear your opinion
 - Let me know if you see things differently
- Mirror
 - Hint that emotions are different than words
- Paraphrase
 - Is it that you are feeling....?
- Prime
 - Pour meaning into the pool so others do so as well



7
Move to action

- Decide on how to decide
- Command – Decisions are made without involving others
- Consult – input is gathered from the group, then a subset decides
- Vote – an agreed upon percentage swings the decision
- Consensus – everyone comes to an agreement and then supports the final decision



My conversation

- State your path
 - In my opinion
 - As I see it...
- Explore others' path
 - Help me understand your thoughts on....
 - I am interested in how you reached this decision
- Move to action
 - What agreement(s) do you want with your customer?
 - What is a reasonable time frame?



Move to action – finish clearly

- Determine WHO does WHAT by WHEN
- Record all of this
- Set follow-up time – then follow up
- Hold people accountable
