Welcome to the webinar… We will begin shortly

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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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IIBA Core Purpose
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.
Why can’t we all just get along?
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  |ˈkroʊəSHəl|
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  |ˌkänvərˈsāSH(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.”
The Bully

The Cheater

The Holidays

Physical Distractions

Ditch the Roommate

Financial Burdens

In-laws take 32

The kid who does not listen

Conversations for Home
They cross the line again, and again, and again

Critique a colleague

The Bully

The unaccountable team member

Giving the unfavorable performance review

Generational Conflict

Telling the boss they are not a good boss

Conversations for Work
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 employees hooking up

That one time at band camp....

The requirements debacle
The power play

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

<table>
<thead>
<tr>
<th>Resistors</th>
<th>Compliants</th>
<th>Engagers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Don't agree</td>
<td>• Do minimum</td>
<td>• Yes!</td>
</tr>
<tr>
<td>• WIIFM -</td>
<td>• WIIFM +/-</td>
<td>• WIIFM +</td>
</tr>
<tr>
<td>• Bad</td>
<td>• Stay neutral</td>
<td>• On board</td>
</tr>
<tr>
<td>• Ugly</td>
<td>• Wait and see</td>
<td>• Good to great</td>
</tr>
<tr>
<td>• Stupid</td>
<td>• Maybe</td>
<td>• Let's do this</td>
</tr>
</tbody>
</table>
5 Critical Concepts to Help You Effectively Discuss What Really Matters Most
Concept 1
Roadblocks
Stress
Root Cause
The Conversations I did not have

Lois, Lois, Lois
Helen?

The person who called me an idiot

Graduation
Prom

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
Control
Avoiding Issues
Physical Distractions
Lack of Participation

Attacking
Emotional
Withdrawing
DON’T have the Conversation

They said no!

Hesitant

Nervous

They are not ready

Jumpy

Emotion

Prone to violence

Depressed
Concept 4
Story Tellers Understand…

Facts
Five senses
To keep the story moving
Not to play the victim

Roles
Unemotional
Their view

Rationale
OMG!
Story Tellers Know...

Paraphrase

To Ask

Have Empathy

The power of silence

Listening at all costs

Mirroring

Speaking equally

Safe environments
Concept 5

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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