

Productive Conflict Difficult Conversations

How to have the conversation you have been avoiding
Part 2

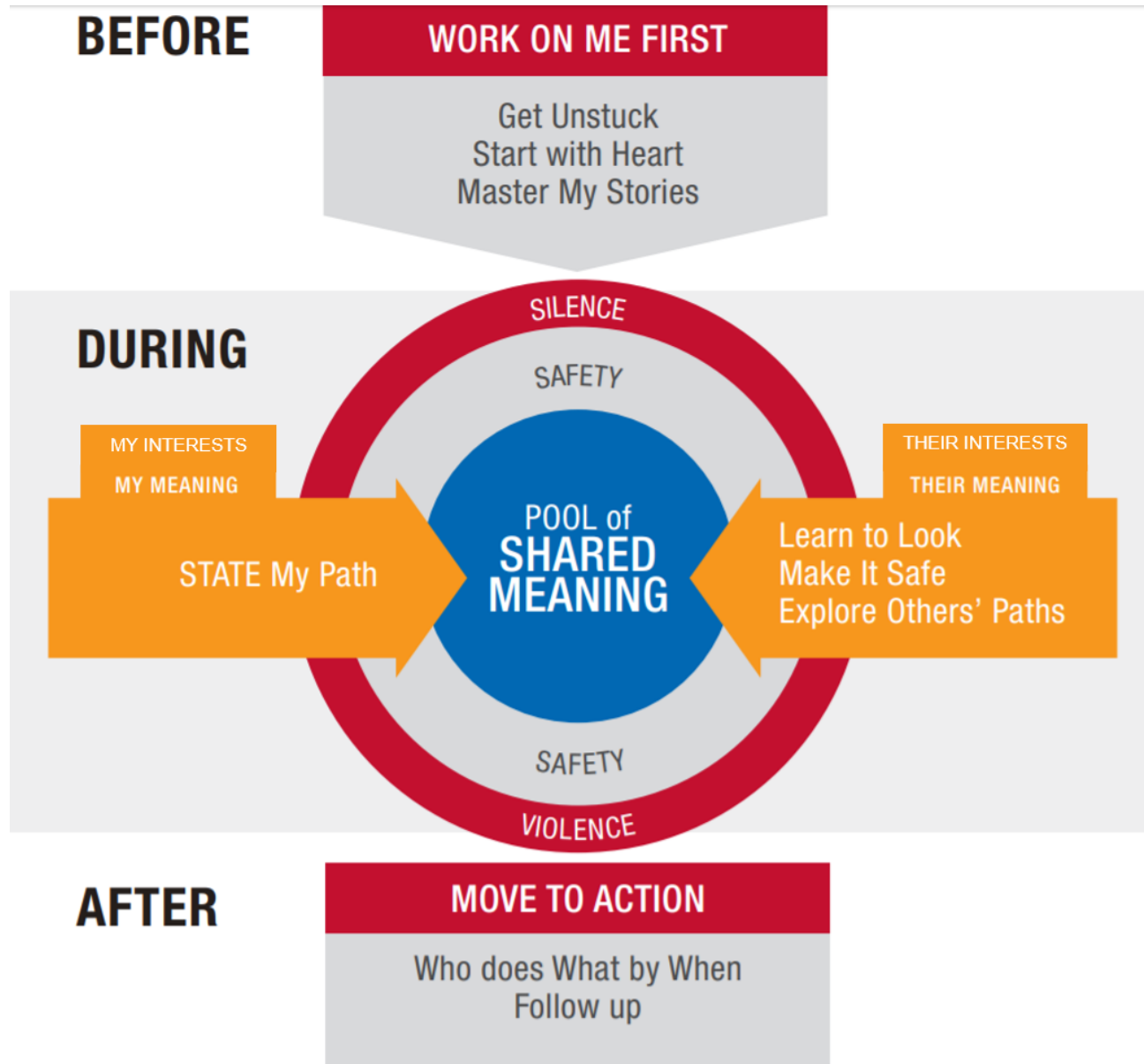
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CRUCIAL CONVERSATIONS



Crucial Conversation Worksheet

Do you fee stuck?

Identify a Crucial Conversation

- you have been avoiding
- you know will be uncomfortable
- that you feel will not be worth it

Unbundle with CPR:

Content issues: _____

Pattern issues: _____

Relationship issues: _____

Which issue do you need to address, and with whom, to get unstuck?

Start with Heart

What do you really want? What are your “interests”? Your needs, wants, desires, fears or concerns.

For yourself? _____

For the other person? _____

For the relationship? _____

For the department? _____

For the college? _____

How would I behave if I really wanted this?

Master My Stories

What story are you telling yourself about the situation or the person? Are you telling a victim, villain or helpless story?

Tell the rest of the story. Ask yourself:

What am I pretending not to notice about my role in the problem?

Why would a reasonable, rational and decent person do this?

What story might the other person be telling about me?

How do your CliftonStrengths Themes impact the issue?

State My Path

Create a script for how you will begin the dialogue. Start with facts, then tell your story

THE FACTS	
MY STORY	
QUESTION(S) TO ASK	

Explore Others' Path

How could you use the "AMPP" (Ask, Mirror, Paraphrase, Prime) skills to help the other person come out of silence or violence

Make It Safe

What's the worst possible response you could get with your crucial conversation?

What is my usual style with this person in similar situations? Silence or violence?

What safety skills would you use to address it. (Apology, Don't/Do, create mutual purpose or interests)?

If the other person misunderstands your intent, what is the contrasting statement you could use?

Don't _____

Do _____

What do you feel is the mutual purpose? Shared interests?

Move to Action

How will you establish a way to follow up after the crucial conversation?

Who _____

Will do what _____

By when _____

How we'll follow-up _____