Crucial Conversation Practice Worksheet

A "crucial conversation" is one where the stakes are high, perspectives vary, emotions run strong, and the outcomes matter.

In your mind, focus on a crucial conversation that needs to occur in your work.

1. With whom do you need to speak? What do you need to discuss?

2. What are your underlying concerns? What about them do you need the other person(s) to understand?

3. What change do you seek...in other words, do you have a desired result from the conversation?

4. Where are you curious? What do you need to better understand from the other person(s) in the conversation?

--------------

Practice with your Partner--------------

Reflect on your learning:

A. Recall the "three conversations" we explored...Did you notice the Substantive, Emotional, and Identity aspects of the conversation you just had?

B. What mattered to you? What mattered to the other person? Did the conversation help both of you achieve what mattered?

C. What were your strengths in engaging in this conversation?

D. What was challenging?

E. What do YOU now seek to learn in order to better engage in such conversations at work?

*According to Patterson, Grenny, McMillan, and Switzler, Crucial Conversations, 2002
HWB:: Feb2015