

# ESSENTIAL BEHAVIORS for CRUCIAL CONVERSATIONS/INTERACTIONS

## 1. Maintain the right mindset and as the leader, “sell it”

Honest = Respectful and Kind

## 2. Start with Dialogue

- ▶ Know what you really want
- ▶ Stay focused
- ▶ Look for safety problems and consider your own Style Under Stress

## 3. Pay Attention to and Maintain Safety

- ▶ Re-establish mutual purpose – care about other person’s interests
- ▶ Re-establish mutual respect – use “I do” and “I don’t” statements

## 4. Focus on Action and Results

- ▶ Make assignments – provide specificity
- ▶ Hold people accountable

### References:

Covey, Stephen M.R. (2006). *The Speed of Trust*. New York, NY: Simon & Schuster, Inc.

Patterson, Kerry, Grenny, Joseph, McMillan, Ron, Switzler, Al. (2002). *Crucial Conversations, Tools for talking when stakes are high..* New York, NY: McGraw Hill, Inc.