

We Need to Talk: How to Have Crucial Conversations

Leadership & Management



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Top Contributors to Difficult Conversations:

Differing Perceptions:

Assuming Intent:

Power of Feelings:

Placing Blame:

Is it Time for a Difficult Conversation?

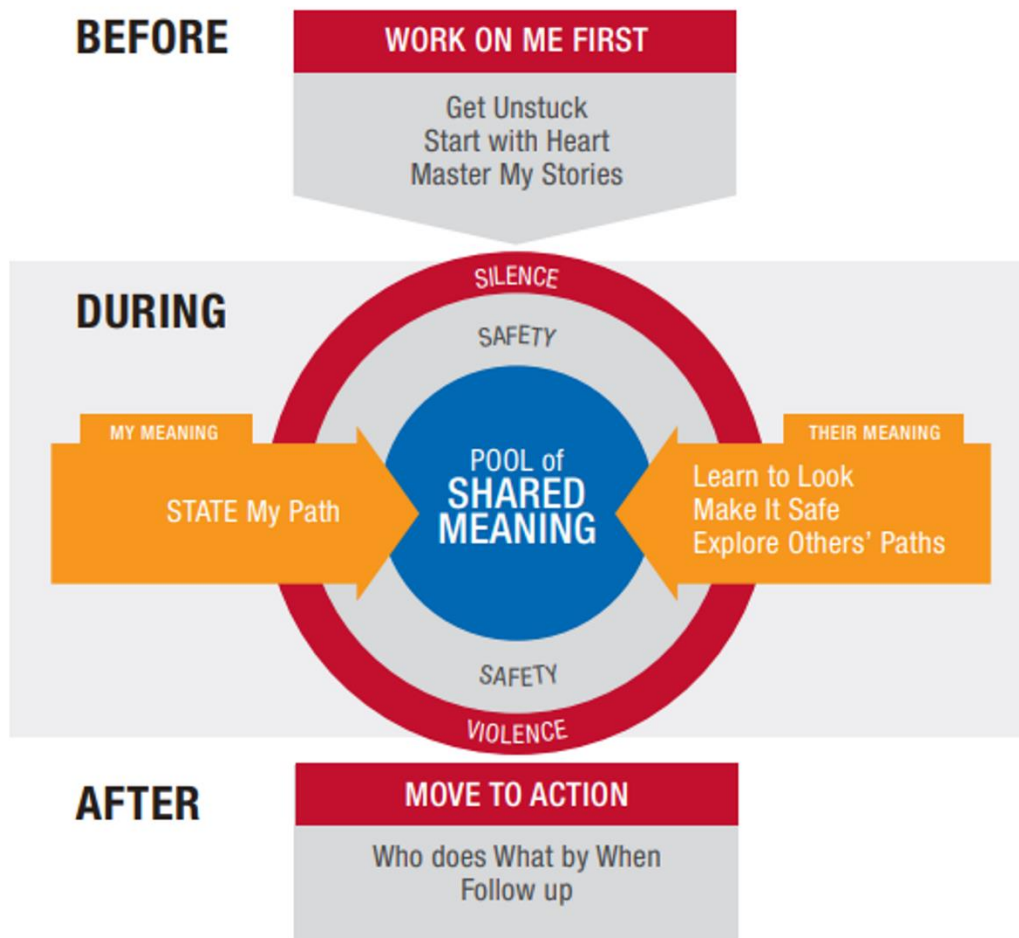
<u>Performance Gaps & Concerns:</u>	<u>Interpersonal Conflicts:</u>
<u>Unproductive Complaining:</u>	<u>Your Own Thoughts & Feelings:</u>

Three Options to Respond:

Avoidance:

Perform Poorly:

Perform Effectively:



Crucial Conversation Framework:		
Before: Work on Me First: <ul style="list-style-type: none"> - Reframe Our Mindset - Preparation is Key <ul style="list-style-type: none"> - What Happened? - What am I Feeling? - What is My Identity? - Clarify Your Purpose - Check Your Purpose 	During the Conversation: <ul style="list-style-type: none"> - Set the Stage - Explore the Stories - Problem Solve - Move Forward 	After the Conversation: <ul style="list-style-type: none"> - Move to Action & Accountability

“I” Statement Examples:

Expressing Concern of Disagreement:

- “I see this situation differently and would like to share my perspective.”
- “I’m having trouble understanding how this decision aligns with our goals.”
- “I feel uneasy about proceeding without more data.”

Requesting Change:

- “I would appreciate it if we could set clearer expectations next time.”
- “I need more advance notice to prepare adequately.”
- “I would feel more confident if we clarified our roles on this task.”

Acknowledging Mistakes:

- “I understand that my actions have caused confusion.”
- “I take responsibility for not following up sooner.”

Inviting Collaboration:

- “I value your expertise and would like to hear your thoughts.”
- “I’m open to feedback on how I can improve.”

Clarifying Intentions:

- “I’m committed to finding a solution that works for both of us.”
- “I want to ensure I understand your point fully.”

Addressing Behavior:

- “I felt frustrated when the deadline was missed because it impacted my part of the work.”
- “I feel disrespected when my ideas are dismissed without discussion.”