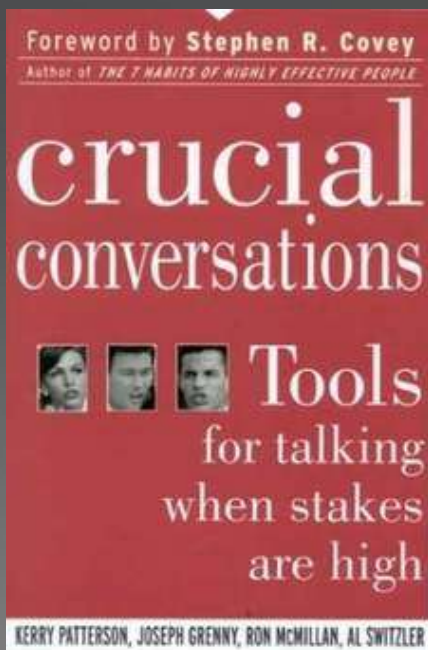


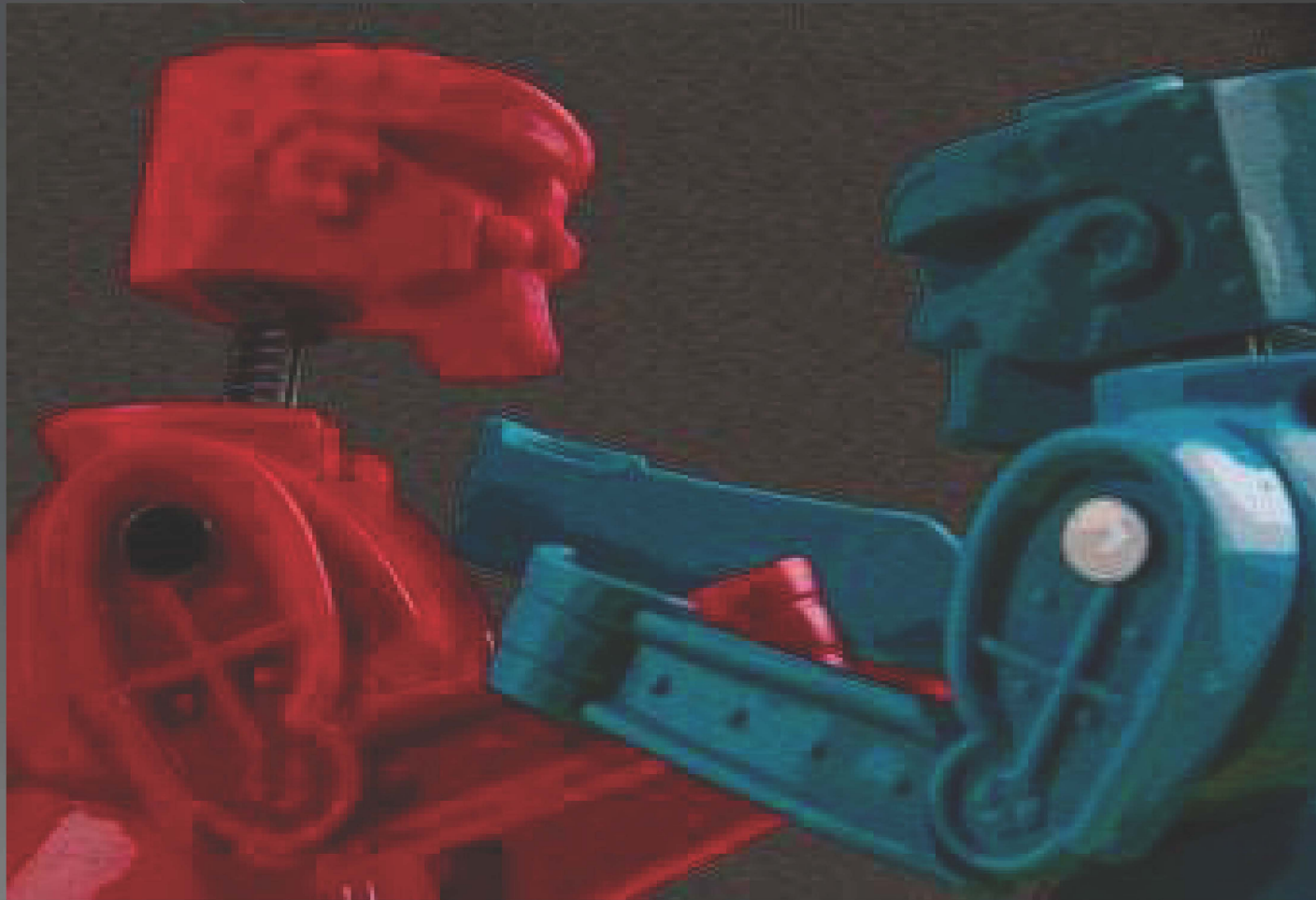
# Crucial Conversations

How to Hold Them in a Healthy Way



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When it matters most we tend to do our worst. Buy why?



# SCIENCE FAIR PROJECT

Samuel's experiment helps us see at what a remarkably young age you and I start to draw a terrible conclusion. At about age 4 we start to conclude that you often have to choose between...



<https://www.youtube.com/watch?v=PAUYL5zNJK0>

... telling the truth and keeping a friend.



This false belief causes us problems for the rest of our lives. The only long term way to maintain healthy relationships with others is through the truth not working around it but it takes skill.

# PRESENTATION GOALS

- Define “crucial conversations” and introduce crucial conversation concepts - a normal part of healthy human interaction
- Identify the conversations that are holding you back from the results you want
- How to talk about the right issue to avoid "déjà vu dialogue"
- Learn to get your emotions in check before you open your mouth
- How to create enough safety to talk with almost anyone about almost anything

# DEFINITION



# WHY WE DON'T SPEAK UP

- Wired for protection
- Fear of rejection
- Risks of speaking up
- Negatives of the past



*The main reason we avoid crucial conversations is we do the math wrong. We think only of the risks of speaking up and fail to consider the risks of not speaking up.*

# MASTER MY STORIES



*One of the things that we do so predictably poorly in crucial conversations is when our emotions run strong we get angry, scared or hurt. That emotion drives the entire conversation.*



# THE PATH TO ACTION MODEL



*This is where emotions come from. If you can learn to be more conscious of the stories you tell yourself during crucial conversations you can gain mastery of the emotions that determine how you'll act.*

# Three stories we tend to tell in threatening moments

1. Villain – “It’s all your fault!”
2. Victim – “It’s not my fault!”
3. Helpless – “There’s nothing more I can do!”

# Path to Action

**First,** you see or hear.



You're working on a report, and your manager checks up on you three times in one hour, offering suggestions.

What story might you tell yourself?

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# Three questions to let go of story

1. Why would a reasonable rational and decent person do this?
2. What am I pretending not to know about my role?
3. What is the right thing to do right now to move toward what I really want?

# CHOOSE THE RIGHT CONVERSATION

Imagine for a moment you are married to the woman in this kitchen. She is cooking a delicious meal for you and your mother who is visiting you both. Your mother enters the kitchen and looks over her shoulder into the pan. Then she looks at you and says “Who’s the better cook? Me or your wife? What will you say next? Go ahead, think of what you’d say.



That extra frustration is evidence  
you are on the wrong topic



# Three levels of Crucial Conversations

1. Content – the immediate pain or problem
  - > We talk about content long after it's no longer about it
2. Pattern/Process – a series of concerns/ a concern with how we're discussing the issue
  - > Try questioning the question - why are you asking me that?
3. Relationship – a deeper concern with trust, competence or respect
  - > The most important kind of crucial conversation that we fail to address

# Confront the Myth



The belief that you often have to choose between telling the truth and keeping a friend.

*We assume that what determines the success or failure of a crucial conversation is the riskiness of the issue you need to address.*



# CREATE SAFETY



# MAKE IT SAFE

- Your job in the first 30 seconds of a crucial conversation is to create safety
- Be honest
- Consider the risks of not speaking up
- Generate evidence that you don't mean any harm – “I can see WE are in a tough spot here” vs. “YOU are in a tough spot...”

# REMEMBER

Human beings are wired to look for threats. When people feel threatened they move to silence or violence. Freeze, flight, or fight.



# MAKE IT SAFE

- Mutual Purpose

- > Let them know you care about their problems, interests, and concerns almost as much as they do.

- Mutual Respect

- > You let them know you care about them, that you respect them.

*When people hear and feel these two things they relax and begin to listen. **When they think they are absent they shut down, retreat, pound the table, abuse their authority.***

# YOUR JOB IS TO

- Generate evidence that the other person is safe
- Tell the truth; speak your mind
- Practice these skills

*You can speak honestly to those in authority and actually strengthen the relationship while doing so if you can help people feel safe with you.*

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