



TAS-100

Conversation

Skills

Syllabus TAS 100

Conversation Skills

Course Overview

Course Instructor

Name

Virtual Office Hours

Telephone

E-Mail

Response Time Policy

Course Description

Conversation Skills is a course that enhances effective communication skills to include the ability to stay in dialogue when emotions are driving us to “shout out” or “shut down.” This course provides knowledge and tools for listening, creating connection and facilitating dialogue in tough, emotional situations. The principles and models taught are aligned with spiritual practices. The class is based on the model of Nonviolent Communication (NVC), which includes: taking responsibility for our own experience; commitment to increasing our awareness of our own feelings and needs as well as those of the people with whom we interact; and having the capacity to be authentic and compassionate in all circumstances.

Course Learning Objectives

By the end of the course, learners will be able to:

- Demonstrate the ability to listen from the heart in every situation
- Distinguish facts from stories in situations driven by emotion
- Create a safe environment for dialogue
- Apply Spiritual principles and Nonviolent Communications in their daily communications

Recommended Prerequisite

- None

Required Text/Readings

- Crucial Conversations by Patterson, Grenny, McMillan, Switzler, McGraw-Hill,
- Nonviolent Communications by Rosenberg, Marshall B. 2nd Edition, Puddle Dancer Press,

Recommended Text/Readings

- As assigned

Academic Performance: Progress Evaluation and Assignments

Your total number of points will determine your final grade.

- **S: Satisfactory** = 75 - 100%, or 225 - 300 points
- **NC: No Credit** = 0 - 74%, or 0 - 224 points

Other possibilities:

- **AU: Audit** – student is not seeking credentialing (no assignments required).
- **I: Incomplete** – waiting for completion of one or more assignments. Given by approval of the Instructor due to urgent and unusual circumstance in the life of the participant

Assignments – Conversation Skills	Possible Points
Weekly Reflections (not graded)	
Assignments (Preparation of worksheets) 8@ 10	80
Group/partner Work (6 @ 15 pts)	90
Class Sessions 6 @ 25 pts)	175
Total Points	345

Class Sessions Dates and Times:

- *Insert class session days and times here, if desired.*

Modules Outline

Module 1: Becoming Aware

Module Theme

In this module we will explore awareness of emotionally charged conversations in your life and how you are currently handling them?

Module Learning Objectives

By the end of the class, learners will be able to:

- Identify your current approach to emotionally charged conversations
- Determine your greatest fear in confronting others

Modality	Assignments	Due Date
Session One	Welcome, Introductions Cover the syllabus and assignments Style Under Stress worksheet pg. 57-62 Discuss: <ul style="list-style-type: none"> • What do you know about your style during emotion packed conversations? • What types of tough conversations are you facing? • What are you afraid will happen? 	In Session One
Group Work	Discuss the following statements/questions What spiritual tools do you currently use to stay in control emotionally, during tough conversations? <ul style="list-style-type: none"> • What physical changes do you notice when you are 'triggered' emotionally? • Debrief in large group 	Small group session in class
Readings/Videos	Complete the following: Review models in Crucial Conversations: What is a Crucial Conversation? Chapter 1 pg. 1-16 Path to Action	By Session Two
Assignments	<ol style="list-style-type: none"> 1. Discuss your style worksheet with a partner 2. Determine your fear in confronting others from the Top 10 fear list 	By next session
Reflection	After participating in Session One - answer the following question, in 150 words or less. What was my big take away for the topic 'Becoming aware of 'crucial conversations and my style under stress?	By next session

Module 2: Engaging Your Heart

Module Theme

In this module we will talk about tools for engaging your heart during emotionally charged conversations

Module Learning Objectives

By the end of the class, learners will be able to:

- Set an intention for an emotionally charged conversation
- Determine outcome for the highest good

Modality	Assignments	Due Date
Session Two	Review Module 1 (What was my takeaway from Session One?) Review models in Crucial Conversations: <ul style="list-style-type: none"> • What is a Crucial Conversation? Chapter. 1 pg. 1-16 • Discuss Path to Action 	In Session Two
Group Work	<ul style="list-style-type: none"> • When life throws you a curve ball, how do you engage your heart to help yourself, others? • You become emotionally charged by events in society, what tools do you use to engage your heart so that you are not reacting? 	In small group
Readings/Videos	Read Chapter 3 CC “Start with Heart” Read Chapter 1 NVC “Giving From the Heart” Review Crucial Conversations and Spiritual Practices Chart	By Session Three
Assignments	Prepare responses <ul style="list-style-type: none"> • What are your intentions and goals of dialogue? • How do you engage your heart in the face of emotional ‘triggers’? <p style="text-align: center;">How will you engage your heart?</p> <ol style="list-style-type: none"> 1. Complete worksheet What is My Intention 2. Write a Denial and Affirmation for a crucial conversation <ul style="list-style-type: none"> • Begin with the end in mind. What do you want to solve, resolve in your life with an approaching conversation? 	By next session
Reflection	After participating in session Two, please answer the following question, in 150 words or less. What was my big take away for the topic of ‘Crucial Conversations, Paths to Action and tools for engaging my heart discussed during Session Two?	By next session

Module 3: Letting Go of Your Story

Module Theme

In this module we will talk about letting go of the story in your head so you can focus on the facts

Module Learning Objectives

By the end of the class, learners will be able to:

- Separate facts from story
- State observations as facts and identify impact of behavioral observations
- Step through a conversation by stating your path to action

Modality	Assignments	Due Date
Session three	<p>Review Module 2 (What was my takeaway from Session Two?)</p> <ul style="list-style-type: none"> • What are your intentions and goals of dialogue? • How do you engage your heart in the face of emotional ‘triggers’? <p>How will you engage your heart?</p> <p style="padding-left: 40px;">3. Review worksheet What is My Intention</p> <p style="padding-left: 40px;">4. Review Denials and Affirmations for a crucial conversation</p> <ul style="list-style-type: none"> • Discuss begin with the end in mind. What do you want to solve, resolve in your life with an approaching conversation? 	In Session 3
Group Work	<p>In groups respond to the following statements/questions</p> <ul style="list-style-type: none"> • What do you notice about the stories you tell yourself? Is there a pattern? • When you have a reaction to a situation, what might others observe about your behaviors? 	In small group
Readings/Videos	<p>Read CC Chapter 6 “Master My Story”</p> <p>NVC chapter 2 “Communication that Blocks Compassion”</p> <p>Review Model for Action</p> <p>Communication</p>	By Session 4
Assignments	<p>Write out a story about</p> <p>Given a situation, step through the process steps of Becoming aware, engaging your heart and stating the facts</p> <ul style="list-style-type: none"> • Now underline all the words/phrases that are facts. • What behaviors (in you and others) did you observe during this conversation? • What do you need to release? • Practice real conversation with partner 	By next session

	<ol style="list-style-type: none"> 1. An emotionally charged conversation you had recently, exactly how it happened. 2. Complete worksheet Victim, Villain, Helpless 	
Reflection	<ul style="list-style-type: none"> • After participating in Session three please answer the following question, in 150 words or less. What was my big take away for the topic Engaging my heart and denials and affirmations discussed during the this Session? • What did you learn about setting an intention for an emotionally charged conversation and Determining outcomes for the highest good? 	By next session

Module 4: Overcoming Your Emotions

Module Theme

In this module we will talk about the process of ‘Stating your Path’ in order to stay on course during an emotionally charged conversation.

Module Learning Objectives

By the end of the class, learners will be able to:

- State your intention in responding to conflict
- Ask open ended questions to continue dialogue
- Confidently step through a conversation by stating your path to action

Modality	Assignments	Due Date
Session Four	Review Module 3 Given a situation, step through the process steps of Becoming aware, engaging your heart and stating the facts <ul style="list-style-type: none"> • What did you learn about separating facts from stories? • What behaviors (in you and others) did you observe during conversations this week? • What do you need to release? • Practice real conversation with partner • Review worksheet Victim, Villain, Helpless 	In Session Four
Partners	<ul style="list-style-type: none"> • Given a situation, step through the process steps of Becoming aware, engaging your heart and stating the facts to open dialogue • Practice real conversation with partner 	
Group work	Discuss your response to the following statements/questions <ul style="list-style-type: none"> • What are your best questions for keeping dialogue open? • What examples of tentative responses do you use to keep dialogue open? • Debrief open-ended questions. 	In small group
Readings/Videos	Read chapter 7 “State your Path” Read chapters 3 and 4 in NVC and do exercise 2 pg. 47 Review nonviolent communication process Model	By next session

Assignments	<p>Complete worksheet – Overcoming Your Emotions Using the story from last week or a current situation, write out the dialogue by using the State skills up to asking for input...</p> <ul style="list-style-type: none"> • Knowing the other person, what would work, not work? • What is easy, hard about this process for you? • Separate facts from story • State observations as facts and identify impact of behavioral observations • Step through a conversation by stating your path to action 	By next session
Reflection	<ul style="list-style-type: none"> • After participating in session Four, please answer the following questions, in 150 words or less. What was my big take away for the topics victim, villain, helpless and open-ended questions discussed during the session? 	By next session

Module 5: Validating Others

Module Theme

In this module we will talk about the many environments where tough conversations are held and how to keep the situation safe for dialogue while validating others

Module Learning Objectives

By the end of the class, learners will be able to:

- Recognize physical, emotional and behavioral changes in others
- Demonstrate listening techniques
- Explore possibilities with others in a productive manner

Modality	Assignments	Due Date
Session Five	Review Module 4 Review worksheet – Overcoming Your Emotions <ul style="list-style-type: none"> • Knowing the other person, what would work, not work? • What is easy, hard about this process for you? Discuss <ul style="list-style-type: none"> • Separate facts from story • State observations as facts and identify impact of behavioral observations • Step through a conversation by stating your path to action 	In Session Five
Group Work	<ul style="list-style-type: none"> • Provide examples and practice stating observations as facts and identifying impact of behavioral observations • Step through a conversation by stating your path to action • How do spiritual practices show up in your tough conversations? 	In session five
Readings/Videos	CC Chapter 4 “Learn to Look”, Chapter 5 Make it Safe” NVC Chapter 6 “Requesting That Which Would Enrich Life” Read article on ‘Keeping it Safe’ Complete Worksheet – Learn to look <ul style="list-style-type: none"> • Discussion on ‘spur of the moment’ conversations • Practice situational conversation with partner 	By next session
Assignments	Using the descriptors you used in the discussion board, list possibilities for creating a safe environment in preparation for Monday’s collaborate discussion	By next session

	<ul style="list-style-type: none"> • How will you keep others safe, how will you stay safe? • What possibilities for stepping in to 'spur of the moment' Dialogue did you discover would work for you? 	
Reflection	<ul style="list-style-type: none"> • After participating in this session please answer the following question, in 150 words or less. What was my big take away for the topics of stating observations as facts and identifying the impact of behaviors discussed during the Session? State your intention in responding to conflict • What did you learn about asking open ended questions to continue dialogue 	By next session

Module 6: Applying Spiritual Principles and Nonviolent Communications

Module Theme

In this module we will talk about using your conversation skills in the moment

Module Learning Objectives

By the end of the class, learners will be able to:

- Recognize appropriate pauses in conversations when there are signs
- Utilize spiritual principles and tools in daily communication
- Establish shared purpose
- Create action plans as a result of tough conversations

Modality	Assignments	Due Date
Session Six	Review Module 5 <ul style="list-style-type: none"> • Discussion on ‘spur of the moment’ conversations CC Chapter 4 “Learn to Look”, Chapter 5 Make it Safe” NVC Chapter 6 “Requesting That Which Would Enrich Life” Review article on ‘Keeping it Safe’ Review Worksheet – Learn to look • How will you know to pause in a conversation? • What are examples of higher shared purpose for resolutions? 	In Session Six
Group work	<ul style="list-style-type: none"> • When and where do most of your tough conversations occur • What possibilities can you think of on how to make the environment safe? • What will you do next time you are ‘triggered’ in a conversation? • What will you do the next time you see others ‘triggered’ in a conversation? 	In small groups
Readings/Videos	<ul style="list-style-type: none"> • CC Chapter 8 “Explore Others’ Path” • NVC Chapter 7 “Receiving Empathically” • Review WWJD Model • Read Handout – Crucial Conversations in a Crowd and Other Less Than Ideal Circumstances 	By next session
Assignments	Complete the worksheet Validating Others	By next session
Collaborate Session Reflection	After participating in this session please answer the following question, in 150 words or less. What was my big take away for the topics validating others and keeping it safe discussed?	By next session

Module 7: Action Plan

Module Theme

In this module we will talk about action plans

Module Learning Objectives

By the end of the class, learners will be able to:

- Take action on emotionally charged

Modality	Assignments	Due Date
Session Seven	Review Module 6 discuss CC Chapter 8 “Exploring Others’ Path” NVC Chapter 7 “Receiving Empathically” Review WWJD Model Discuss Handout – Crucial Conversations in a Crowd and Other Less Than Ideal Circumstances	In Session seven
Group work	Discuss spiritual practices in ‘begin with the end in mind’ What does higher purpose look like in tough conversations? Review the Action Plan Worksheet Debrief - Take aways in large group	In session
Readings/Videos		
Assignments		
Reflection		



Handouts

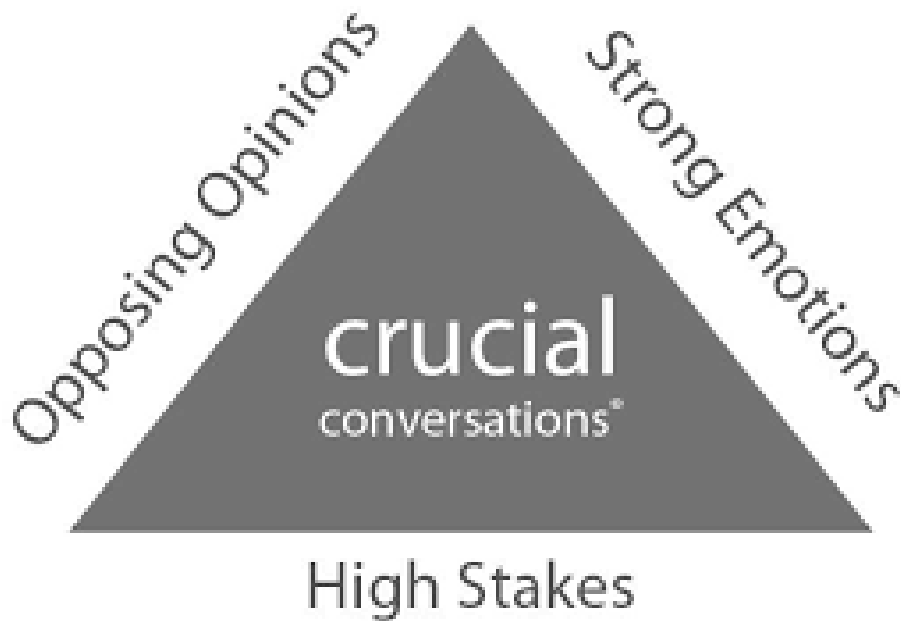
TAS-100

Conversation

Skills

Model – Session 1 – Becoming Aware

Instructions: Become familiar with this model. Anytime there are opposing opinions, strong emotions or high stakes, you are in a crucial conversation



Handout – Session 1 – Becoming Aware

Instructions: In a conversation you had recently with someone close to you, what was your greatest fear? Use the list below to identify what you feared would happen if you said what was really on your mind?

Top 10 Fears

Loss of freedom

The unknown

Pain

Disappointment

Misery

Loneliness

Ridicule

Rejection

Death

Failure

Handout – Session 2 – Engaging Your Heart

Instructions: Review this chart for tonight’s collaborate session

Crucial Conversations Skills and Spiritual Practices

Principle	Skill	Spiritual Practice
1. Get Unstuck	How to spot conversations that are keeping you from what you want	Look within for Spiritual Guidance. Prayer and Meditation
2. Start with Heart	How to stay focused on what you really want	Be Love in Action
3. Master My Stories	How to stay in dialogue when you’re angry, scared, or hurt	Create Denials and Affirmations
4. STATE My Path	How to speak persuasively, no abrasively	Claim and accept what is for the highest good
5. Learn to Look	How to notice when safety is at risk	Recognize the Law of Cause and Effect
6. Make it Safe	How to make it safe to talk about almost anything	Release and let go of all that is not for the higher good
7. Explore Others’ Paths	How to listen when others blow up or clam up	Know that we are One. Their path is their path
8. Move to Action	How to turn crucial conversations into action and results	All is in Divine Order. And so it is.

Worksheet – Session 2 – Engaging Your Heart

Instructions: Think of a conversation you need to have and
write out your answers to the questions using this worksheet

What is my Intention?

Unhealthy Intentions	Intentions of Dialogue
Be right	Learn
Look good/save face	Find the truth
Keep the peace	Produce results
Win	Strengthen relationships
Punish, blame	
Avoid Conflict	

Restart your brain!

Ask yourself

1. What am I behaving like I want?
2. What results do I really want—
for myself?
for others?
for the relationship?
for the organization?

To Start with Heart in any conversation I will decide what my healthy goal is.

_____ Learn something about the pattern of behavior

_____ Find out the truth

_____ Produce a result

_____ Strengthen the relationship

My Spiritual Practice for being in my heart space is

Model – Session 3 – Letting Go of Your Story

Instructions: Review the model as you complete the
Victim, Villain, Helpless worksheet



Worksheet – Session 3 – Letting Go of Your Story

Instructions: Think of the stories you tell yourself about situations in your life, **write out your answers to the questions using this worksheet**

Victim, Villain, Helpless

Which type of stories do you tell yourself about your family? Co-workers? Neighbors?

Victim—“It’s not my fault!”

Villain—“It’s all your fault!”

Helpless—“There’s nothing else I can do”

For each situation

If you are behaving like a **victim answer this question**, “What am I pretending not to notice about my role in the problem?”

If you are behaving like the other person is a **villain answer this question**, “Why would a reasonable, rational, and decent person do this?”

If you are behaving **helplessly answer this question**, “What should I do right now to move toward what I really want?”

My Spiritual Practice for mastering my stories is

_____ and _____

Write one now:

Model – Session 4 – Overcoming Your Emotions

Instructions: Review the model as you complete the State Your Path worksheet

Nonviolent Communication Process

Observe

The concrete actions we *observe* that affect our well-being

Feelings

How we *feel* in relation to what we observe

Needs

The *needs*, values, desires, etc. that create our feelings

Requests

The concrete actions we *request* in order to enrich our lives

Worksheet – Session 4 – Overcoming your Emotions

Instructions: This is the pause in the conversations where opposing opinions, strong emotions and high stakes become evident. **Write out an example of how you would approach a specific conversation now and then using State Your Path skills.**

Stories vs. Facts

1. Write the script for how you would handle a specific situation. Use the words and phrases you would say as though you are writing a play. This is your opportunity to tell the story in your head with all the passion and frustration you feel.

2. Review your script. Circle the facts.

3. Now use the State your Path Skills and re-write the script.

Think about the facts you would use to give feedback to this individual before sharing your story.

List four or five observable behaviors and experiences that you would use to begin sharing your Path to Action.

I State My Path in this situation as follows:

Share the Facts

Tell the Story

Ask

Talk tentatively

Encourage testing

My Spiritual Practice for State My Path is

And for this situation it is _____

Model – Session 5 – Validating Others

Instructions: Review “What would Jesus Do” as our model for behavior.

WWJD?



Prayed alone and with others

Loved and was self-giving

Reached out to all persons

His ministry was inclusive

Brought together people who might not think they have anything in common

Gently inviting

Called out names, which goes to the very essence of a person

Touched

Forgave and reconciled

Healed, was always present

Honored the dignity of each

Opened to others’ perspectives

Made people visible

Honored the dignity of each

Opened to others’ perspectives

Made people visible

Worksheet – Session 5 – Validating Others

Instructions: Learn to look for what is happening in you physically, how you are responding emotionally and your behaviors when you are in a tough conversation. As you begin to understand your own triggers, you will become adept at recognizing triggers in others.

What are we looking for?

What emotions do you feel?

What physical responses do you notice?

How do you behave?

How can you use this knowledge?

I Learn to Look for physical and emotional signs of stress in me and in others

Name	Physical Responses	Emotional Responses	Behavioral Changes

When you consider interactions you've had with the person or people involved in your daily life, have you noticed more clamming up or acting out? What do you see most?

Are there times when you're more prone to clam up or act out? If so, what are the situations or circumstances?

My Spiritual Practice for Learning to Look for signs of stress in myself or others is

I Make it Safe for **me** to stay in dialogue by doing these things

I Make it Safe for **others** to stay in dialogue by doing these things

My Spiritual Practice for making it safe to stay in dialogue is

What do I need to release?

Handout – Session 5 – Validating Others

April 18, 2017 Crucial Conversations Q&A

Crucial Conversations in a Crowd and Other Less Than Ideal Circumstances
by [Emily Hoffman](#)

Dear Emily,

I have enjoyed reading your guidance. Your advice and books tend to assume an ideal environment for communication: face-to-face, alone, and with no distractions. Those conditions are ideal, but rare. Most interactions are constrained: in an open-plan office, with family members, on a car or train, with background noise, or amidst distractions, lack of sleep, and preexisting stress. The communication channel may limit tone of voice and facial expression: email / text / IM / phone / handheld radio / voice mail / Slack / Skype. Often, the presence of others may change the way people act.

In these conditions, a conversation is more likely to turn crucial. That has happened to me recently. It may be hard to even schedule a crucial conversation. Please describe how to plan, arrange, and conduct a constrained crucial conversation.

Best,

Living in the Real World

Dear Real World,

What a great way to describe this—a constrained crucial conversation! Constrained by all the realities of life. Here is what I love about your question: you are putting the power of Crucial Conversations to the test. If crucial conversations skills only work under ideal circumstances, they aren't really all that valuable. If, on the other hand, crucial conversations skills can stand up to the test of real life, then they are of immense value.

Consider a spectrum of conditions in which you face a crucial conversation. On one end of the spectrum, you have the ideal conditions; on the other, you have the suboptimal conditions you describe above. When faced with those suboptimal conditions, it can be easy to use the situation as a rationalization for our silence: "I can't have a crucial conversation with this person because it won't be private, quiet, in-person," . . . fill in the blank. Or, we attempt the conversation, it doesn't go well, and then we use those suboptimal conditions to justify our poor results: "Of course it didn't go well! It was so noisy, distracting, stressful," etc. Rather than waiting for the ideal conditions to appear or using less than ideal conditions as an excuse, I would suggest you ask yourself, "How can I move along the spectrum, even a step or two, toward improved conditions?"

Ideal conditions are those that make it easier to engage in the core principles of crucial conversations: creating safety, mastering our stories, and encouraging others to share their meaning. They allow us to be present and focused, attuned to the responses of ourselves and others in the conversation. Certainly, those things are easier to do under some conditions than

others, but if you focus on the goal of creating safety and being present, you can creatively solve most conditional challenges.

Here are four quick tips you can consider for some common challenging conditions:

1. Capitalize on the privacy of crowds. We often assume you need to be in a private place in order to successfully hold a crucial conversation. Privacy certainly helps, but why? Because it helps the other person feel *safe*. Choosing a private place demonstrates to the other person your good intent and to allow them to express themselves without fear of judgment. That being said, I am often amazed at the intimacy, intensity, and candor of the conversations that are held in a training room. When I ask training participants to turn to a partner and share a difficult message, it can get very real. But because everyone is doing it at once, we are all paying attention to the conversations we are having, not the conversations we are overhearing. Likewise, a crowded coffee shop can be a great place to hold a crucial conversation; we are safe amidst people who are more interested in their own conversations than in yours.

2. Walk and talk. One of the best ways to hold a crucial conversation when in an open office environment is to take a walk. I love the walking crucial conversation for several reasons. Walking side-by-side takes some pressure off the other person from having to make eye contact in what might be an uncomfortable situation. Walking also introduces natural pauses in the conversation. For example: passing through doors, moving to the side to allow someone else to pass, taking a moment to decide which way to turn next, etc. Those pauses allow both you and the other person to gather your thoughts and refocus on your intent. Walking, even in a crowded area, also ensures that no single person will overhear your entire conversation, though someone may catch a word or two.

3. Call out the less than ideal conditions and why they matter. Simply acknowledging the less than ideal conditions can help to neutralize them. For example, you might begin a conversation like this:

“I would like to talk about something important. I know there are a lot of distractions right now and that is really less than ideal. Additionally, we only have about fifteen minutes and that will put time pressure on this conversation. At the same time, it doesn’t seem fair to wait because I fear we won’t ever have the perfect time and place for this conversation. Please know I will do everything I can to focus on this conversation because I believe that it, and you, are important. Hopefully, we can each give each other the benefit of the doubt if we get distracted or this doesn’t go perfectly.”

Making the conditions visible, acknowledging why they matter, and committing to the core crucial conversations principle of good intent can provide a buffer to poor conditions.

4. Use more and fewer words when you don't have visuals. We all know how challenging it can be to have a crucial conversation over the phone or email. The reason? We are blind to all of the visual cues of how someone else is reacting to our message. We can't see if the other person is upset, defensive, hurt, anxious, or engaged. Without that visual feedback, we often stumble blindly on and can get caught off-guard when a conversation blows up or shuts down. When deprived of visual cues, compensate with words and silence to frequently check to see how they are receiving your message. For example: "I wish we were face-to-face so I could see how this message is impacting you. Since we aren't, can you share with me how you are feeling about what I have said?" A statement like this is the "more" words part. Pair these statements with "fewer" words i.e., silence. Learn to be okay with the pause that allows someone to consider and respond.

These are just a few ideas for the myriad situations in which we find ourselves communicating with others.

One note: Some crucial conversations demand complete privacy. For example, a conversation in a hospital about a patient should not be held in a place where someone else might overhear confidential and legally protected information. In cases like these, you must delay the conversation until an appropriate location can be secured.

That is our mutual purpose

Model – Session 6 – Explore Possibilities

Instructions: Review 'Be Love' Model



Become Aware

Engage your heart

Let go of your story

Overcome your emotions

Validate others

Explore possibilities

Worksheet – Session 6– Explore possibilities

Instructions: Complete the worksheet for listening skills

Listening Skills

How to Explore as I am listening for the other person(s)

- Understanding
- Meaning
- Purpose
- Respect and value

Using my listening skills I:

Ask questions

Mirror what I see reflected

Paraphrase to check for understanding

Primarily with follow up questions based on my intent

Thinking of a specific conversation you will be approaching, what clarifying questions might you ask?

Thinking of the other person(s) behaviors, how would you reflect back what you have observed?

Looking for the higher (common) purpose, how would you paraphrase the situation to others?

Based on your intent (to learn, to find the truth, to produce results, to strengthen relationships) what questions would you ask to move the conversation to a safe place?

My Spiritual Practice for exploring other's path is _____

How might I see that reflected in the person(s) in the situation above?

Worksheet – Session 7– Action Plan

Instructions: Answer the questions below and then *write an action plan* for a tough conversation you will have.

What is the worst thing that could happen during this conversation with this person?

How will you overcome your fear of what might happen?

What is the best possible outcome?

- ✓ Based on the outcome of your conversation you might want to:
- ✓ Follow-up
- ✓ Reconvene
- ✓ Observe changes in behaviors
- ✓ Put a plan together to achieve your intention,
- ✓ Brainstorm ways to strengthen your relationship

Take Action

Who?

Will do?

What?

By when?

My Spiritual Practice for moving to action is _____



TAS-100 Conversation Skills PowerPoint

Conversation Skills

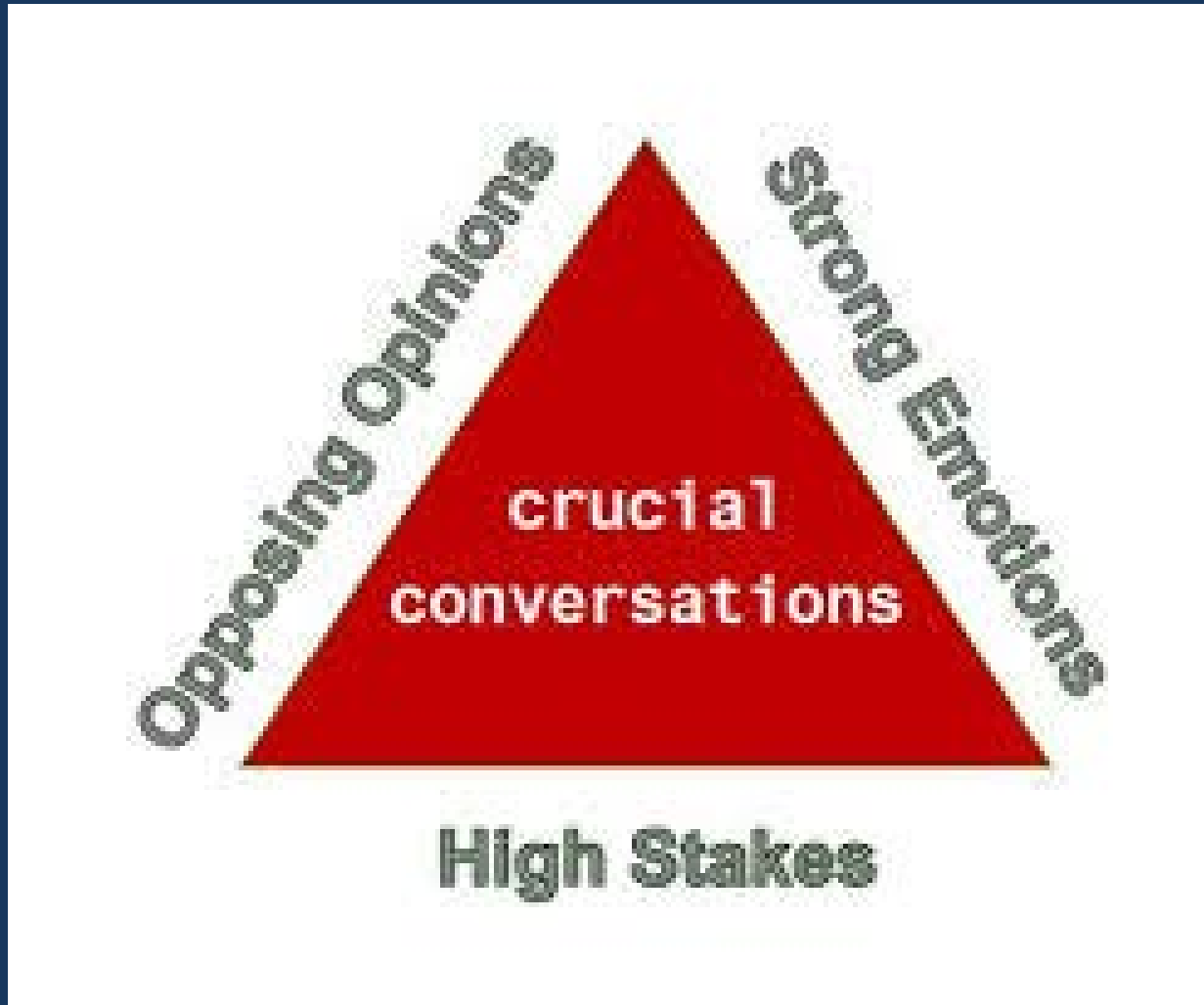
Principles and spiritual practices
for having tough conversations

WELCOME!

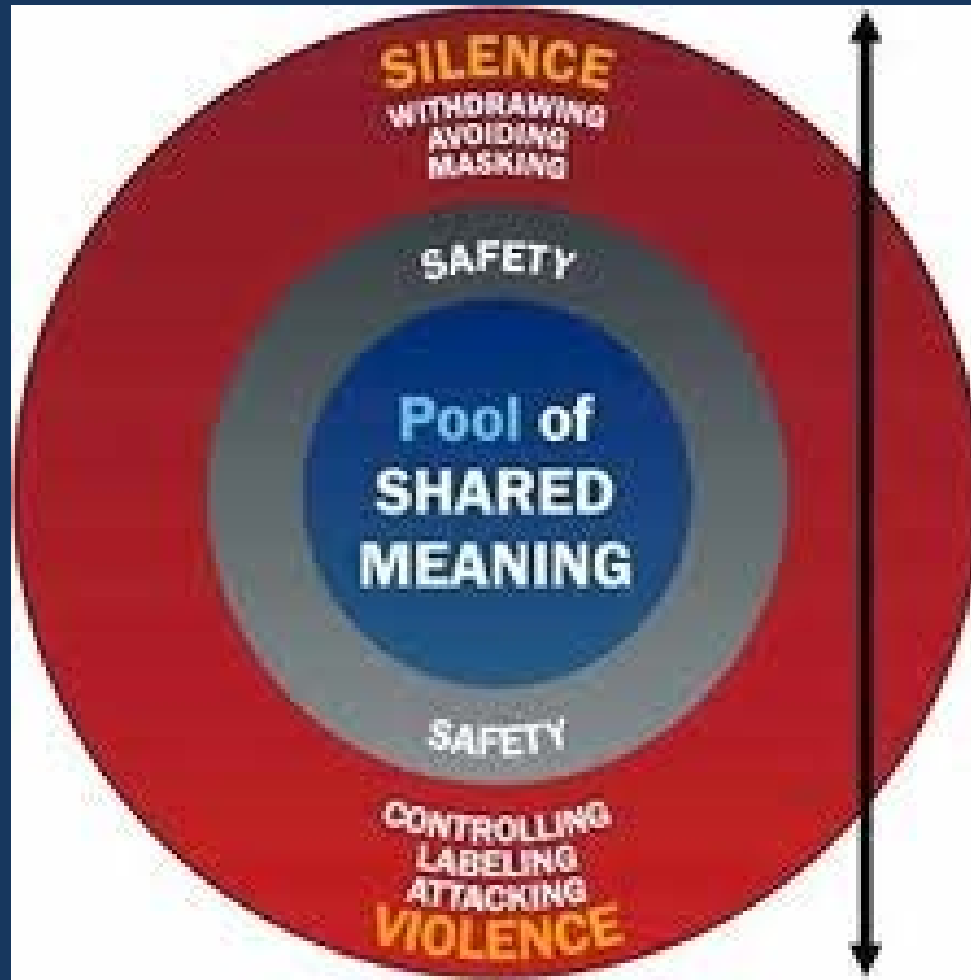
Designed by Bonnie DeMartini LUT
July, 2017



What is a Crucial Conversation?



What do you do with FEAR?



Top 10 human fears

1. Loss of freedom
2. The unknown
3. Pain
4. Disappointment
5. Misery
6. Loneliness
7. Ridicule
8. Rejection
9. Death
10. Failure



Goals of Dialogue

Unhealthy Goals

Be right

Save Face

Keep the peace

Win

Punish, blame

Avoid conflict

Healthy Goals

Learn

Find the truth

Produce results

Strengthen relationships

Letting Go of your story

```
graph LR; A[See and Hear] --> B[Tell A Story]; B --> C[Feel]; C --> D[Act]
```

See
and
Hear

Tell
A
Story

Feel

Act

Denials and Affirmations

What do you need to release?

What do you need to affirm?



STATE SKILLS

State the facts

Tell the rest of the story

Ask questions

Tentatively respond

Explore



WWJD

Prayed alone and with others
Loved and was self-giving
Reached out to all persons
His ministry was inclusive

Brought together people who might not
think they have anything in common

Gently inviting

Called out names, which goes to the
very essence of a person

Touched

Forgave and reconciled

Healed, was always present

Honored the dignity of each

Opened to others' perspectives

Made people visible



Become aware

Engage your heart

Let go of your story

Overcome your emotions

Validate understanding

Explore possibilities

