Responding Instead of Reacting in Crucial Conversations

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Results
Accountability
Commitment
Crucial Communications
Trust

Lencioni, 2002
What is a Crucial Communication?

Opinions vary

Stakes are high

Emotions are strong

Taken from the book *Crucial Conversations*

Communication Premises

Each person is responsible for h/h communication.

One communication impacts another communication.

Emotions have an impact on communication.

There will always be communication challenges.
What’s the Risk of not having a crucial conversation?
Are you abrasive instead of persuasive?

Avoidance is all about fear....
I don’t want to hurt his feelings...

Now is not the right time to deliver this message....
Everyone makes mistakes some times....besides, who am I to tell them?
How can you tell when a conversation STARTS to go DOWNHILL?

Be careful of your thoughts, they may become your words at any moment.

---Ira Gassen
The Psychology of How Conversations Go Downhill

* Interaction
* Interpretation
* Emotion
* Behavior

Beginning of cycle
#1 Know Your Communication Style

- Speaking vs. Asking Questions
- Using Emotions & Passion
#2 Manage Your Reactions

- Identify emotions
- Understand reactions
- Manage responses
#3 Gain **Clarity**

What is the purpose of the conversation?

What do you really want? For yourself, others, the relationship?

How come you want that?

What should you be saying/doing if you really want those results?

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#4 Focus on the **problem**, not the person.
#5 Make It Safe

Content vs. Conditions

Defuse & De-escalate

How should you do it?
Ask yourself 4 questions

#6 Crucial Communication Framework

• What’s at stake for those who may disagree with you?

• What are the main arguments you are trying to counter? That is, what are the reasons and rationalizations you need to address?

• What is your most powerful and persuasive response to the reasons and rationalizations you need to address? What is the appropriate time and context for the conversation?

• Where is there opportunity for win-win or to make the pie bigger? “I can’t do this, but I can do that.”

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The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw