

Crucial Conversations - by Patterson, Grenny, McMillan, and Switzler

Things to Consider	Your Response
Situation: What is the situation you are dealing with that requires a conversation?	
God: Have you talked to God about this situation, this person and your heart? How might you have contributed to the issues? Have you confessed any sin?	
Possibilities: Why would a rational, caring person behave like that? (make them a human, not a villain)	
HEART: Have you taken the emotion out of it and replaced it with a loving heart? (Go back to God!)	
Intent: How will you convey positive intent to the person? Are you being sincere?	
Purpose: What do you <i>really</i> want out of this interaction and relationship?	
Prevent: What don't you want?	
Start: What are your opening two lines? Mutual Purpose and Mutual Respect. Soft Start	
Observation: How will you know when the conversation is not going well? (Silence & Violence; emotion is entering you or the word)	
Correction: What will you do to calm it down and bring it back to logic?	
Listening: Are you actively listening to learn the WHOLE story and truth?	
Permission: You have permission to point this out in the future? May I as well?	
Follow-up: What will we/you do to insure what was agreed upon is done?	