

THE LEADER'S GUIDE TO CRUCIAL CONVERSATIONS

TURN TENSION INTO PROGRESS



A crucial conversation is a discussion where *three conditions* are present:

HIGH STAKES

STRONG EMOTIONS

OPPOSING VIEWS

WHY MASTER THE ART OF THE 'HARD TALK'?

TEAM PERFORMANCE

Teams that voice disagreements early make faster, better decisions.

ETHICS & CULTURE

People watch how leaders handle boundary issues.

RETENTION & REPUTATION

Long-standing & unresolved problems lead to a toxic culture and people will leave.

10-STEP PLAYBOOK FOR SUCCESS

USE THESE TEN STEPS AND WATCH YOUR SKILLS GROW

- 1 Decide if a conversation is even needed
- 2 Prepare: purpose, facts and ask
- 3 Start with safety and intent: mutual purpose and respect
- 4 Share facts first, then your story
- 5 Invite their story and listen to learn
- 6 Separate interests from positions
- 7 Co-create options and choose a small test
- 8 Make commitments visible: owners, dates, evidence
- 9 Follow through and reinforce
- 10 If it repeats, escalate the level

For more insights on Leadership, Communication, and Coaching follow us or reach out for more information.