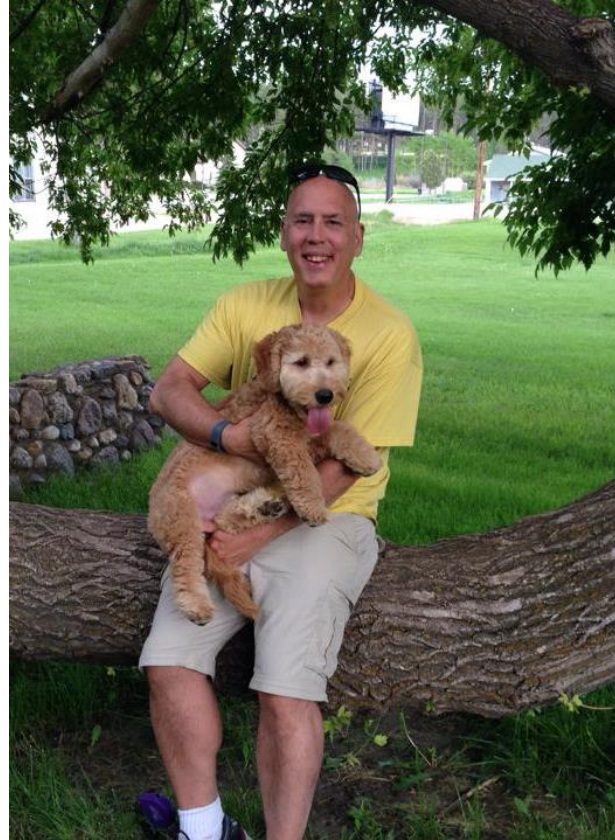


Addressing the Elephant in the Room

Crucial Conversations

Chrystal Stanley, PhD





About me!

Take risks. Don't be afraid to fail!



Purpose Mingle

The background of the slide features a photograph of two elephants in a savanna setting. The elephants are positioned on either side of the frame, with their heads and trunks visible. The background is slightly blurred, showing a line of green trees under a clear sky. The overall tone is warm and natural.

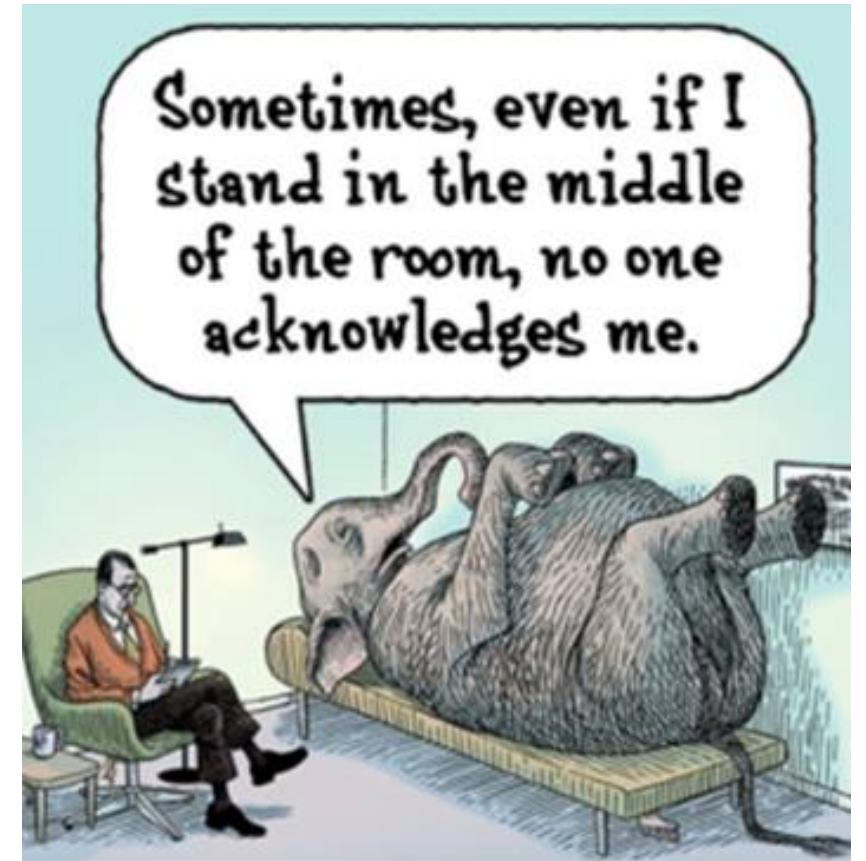
Before we begin connect with at least two people and share one way you will contribute to the discussion today and how you will share what you learn.

Purpose Mingle

Objective: Improves meeting productivity and makes attendees think about how they're going to contribute, rather than just what they hope to get out of the meeting.

Today's goals

- **Recognizing a crucial conversation**
- **Common causes and reactions**
- **Proactive and positive strategies for having the conversation**



What is a
crucial
conversation?

The stakes are high.

Opinions differ.

Emotions run strong.

The outcome significantly impacts lives and there is significant risk of negative consequences.



Difficult conversations
are scary!

- **37% of people consider quitting rather than having "the talk"**
- **An equal percentage avoid the conversation by dancing around the topic**
- **6% call in sick to delay it!**

5 common causes in the workplace

- **Scapegoating**
 - **people force the accountability on some unwitting person**
- **Lack of Accountability**
- **Silence**
- **Confusing stories with facts**
- **Acting selfishly**



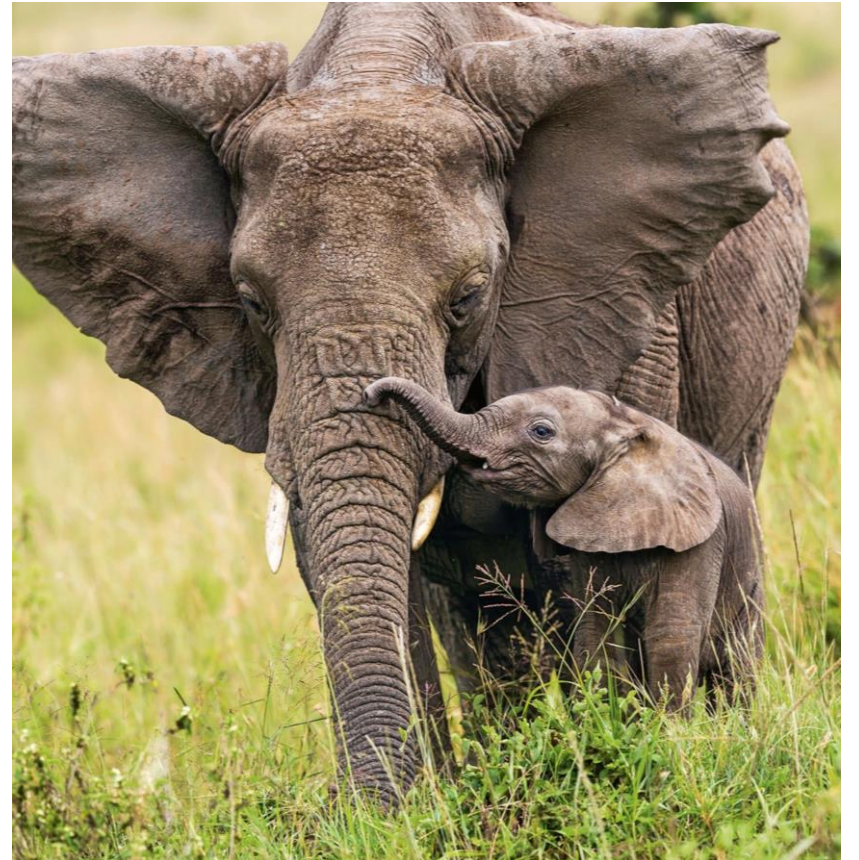
Know the goal



- **Winning is not the goal**
- **Be clear in your head about what your goal is**
 - **What do I really want for myself?**
 - **What do I really want for others?**
 - **What do I really want for the relationship?**
- **Remember the only person you can control is you**
- **Remember, remaining silent can be just as damaging as talking**
- **Commit to a common goal**

Make it safe (What are the threats?)

- **Decide what makes it safe**
 - **Do you trust each other's motives?**
 - **Is there respect?**
- **Apologize when appropriate**
 - **When you have clearly violated respect**
- **Contrast when necessary**
 - **State what you did not mean and explain what you did mean**
- **Agree on a mutual purpose**
- **Step out if you feel unsafe**



How to stay in dialogue when you are angry, scared, or hurt

- **Stories create feelings**
 - Notice your feelings
 - Analyze your stories
 - Get back to the facts
- **Stories**
 - Victim stories
 - Villain stories
 - Helpless stories



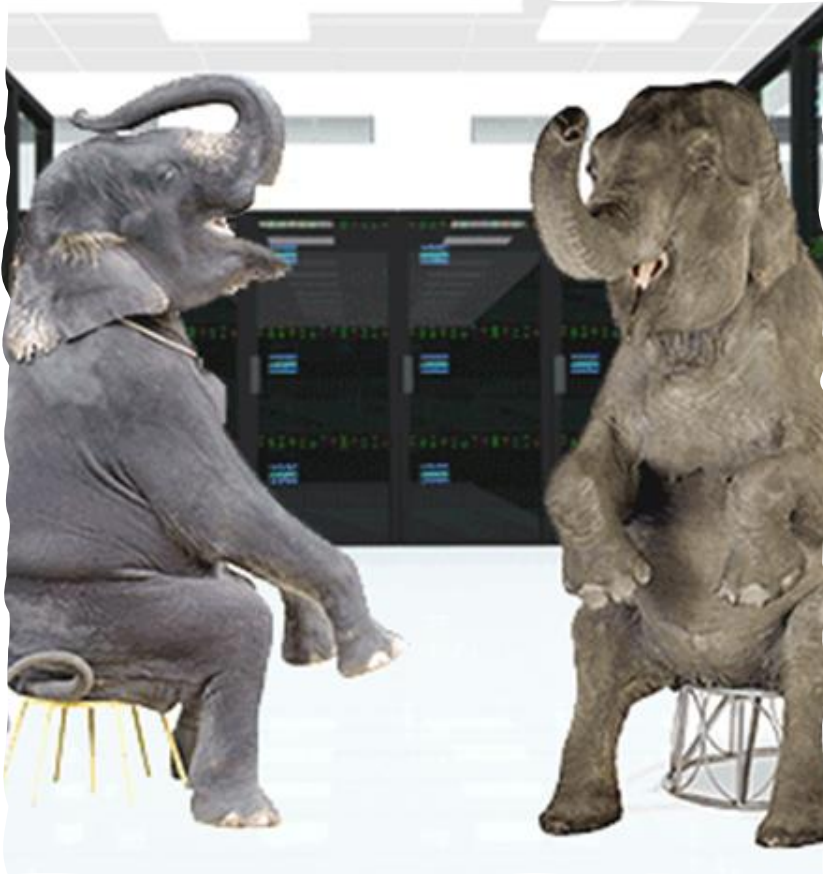




Examine the rest of the story

- **Am I pretending not to notice my role in the problem?**
- **Why would a reasonable, rational, and decent person do this?**
 - **Walk a mile in their moccasins**
- **What do I really want?**
- **What would I do right now if I really wanted these results?**

How to plan and execute



Start with heart

Make it safe

Master your stories

State your path

- Share your facts
- Tell your story
- Ask for the same from others

Explore other's paths

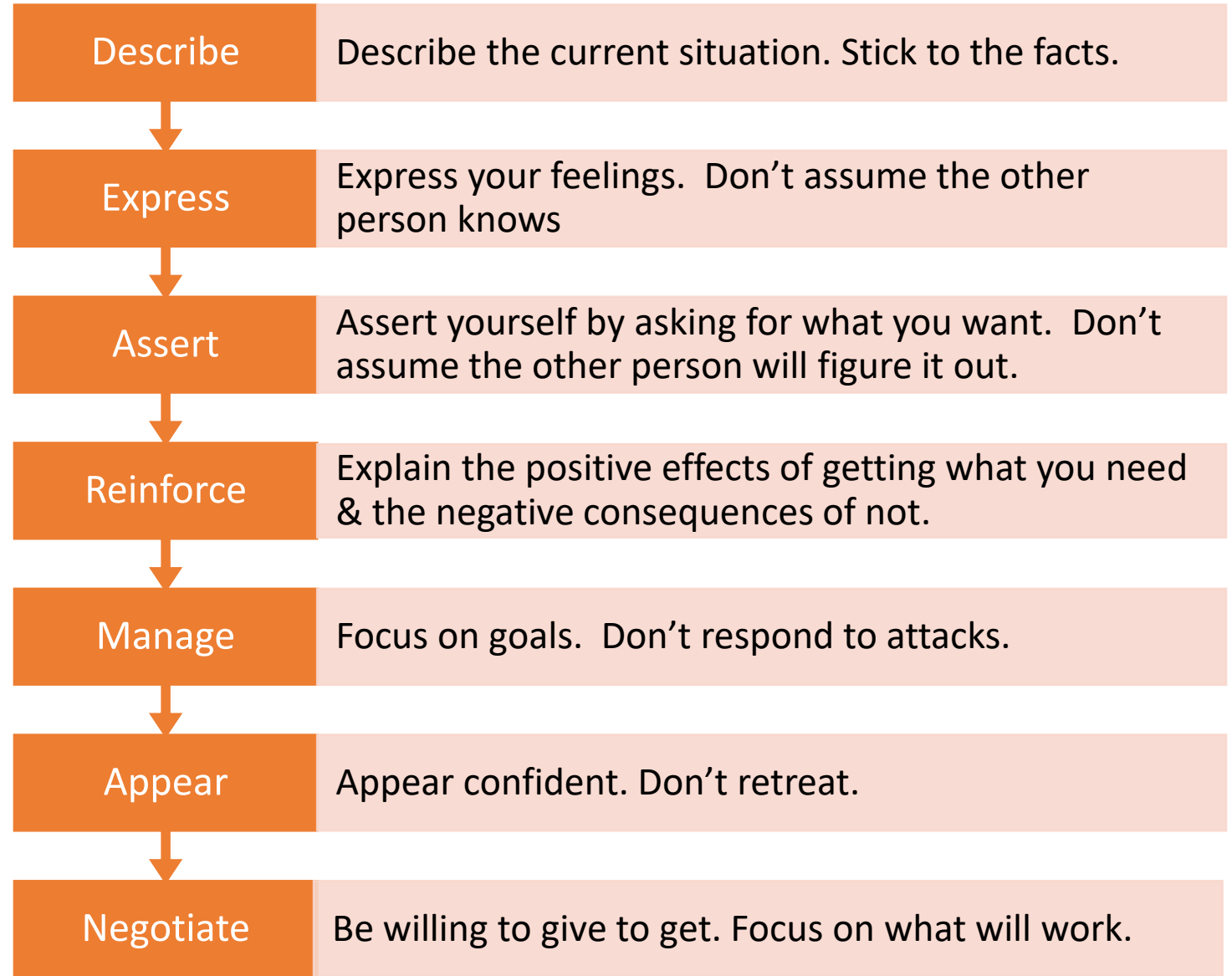
- Actively explore other's views
- Avoid unnecessary disagreement

Move to action

- Decide how you will decide
- Document decisions and follow up

Dear Man





Plan follow up

Move to action

- Document **WHO** does **WHAT** by **WHEN**
- How you will follow up

Turn the conversation into real action and results





Wisdom from a 2-year-old!



Wisdom from a 2-year-old!

- Listen to your teacher



Wisdom from a 2-year-old!

- Listen to your teacher
- Don't push or hit



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- Don't push or hit
- Don't have a temper tantrum



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- Play nice in the sandbox



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- Don't have a temper tantrum
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- Play nice in the sandbox
- Say sorry



Questions

