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Crucial Conversation with Stake Holders

A Workshop with Maureen Sullivan

Let's begin by **identifying your stakeholders**.

A **crucial conversation** is a discussion between two or people where (1) stakes are high, (2) opinions vary, and (3) emotions run strong.

The mastery of crucial conversations rests on the power of **dialogue** – the free flow of meaning between two or more people. The goal is to reach a deeper understanding.

The **seven principles of crucial conversations** are:

- 1. Start with the heart** – focus on what you really want
- 2. Learn to look** – for when the conversation becomes crucial, for safety problems and for your own style under stress.
- 3. Make it safe** – apologize when appropriate, commit to find mutual purpose.
- 4. Master your stories** – separate fact from story, clarify your feelings, ask yourself what you can do to move toward what you really want.

5. STATE your path:

Share your facts.

Tell your story.

Ask for others' paths.

Talk tentatively.

Encourage testing.

6. Explore Others' Paths by using these behaviors:

Listening to understand

Asking skillful questions

Mirroring to confirm feelings

Paraphrasing to confirm their story

Priming to encourage others to open up

7. Move to Action – Decide how you will decide. Document decisions and follow up.

NOTES: