

SURFACE TO SOUL

Live Well | Lead Well | Coach Well

Reframe Crucial Conversations

Circle the number that best describes how often you demonstrate each of the following communication practices.

(1 = rarely; 5 = almost always)

TO

FACILITATE LISTENING

1	2	3	4	5	Don't hear the attack. Listen for what is behind the words.
1	2	3	4	5	Resist the urge to attack. Change the conversation from the inside.
1	2	3	4	5	Talk to the other persons best self.
1	2	3	4	5	Differentiate needs, interest, and strategies.
1	2	3	4	5	Acknowledge emotions. See them as signals.
1	2	3	4	5	Differentiate between acknowledgment and agreement.
1	2	3	4	5	When listening, avoid making suggestions.
1	2	3	4	5	Differentiate between evaluation and observation.
1	2	3	4	5	Test your assumptions. Relinquish them if they prove to be false.

CHANGE THE CONVERSATION

1	2	3	4	5	Develop curiosity and difficult situations.
1	2	3	4	5	Assume useful dialogue is possible, even when it seems unlikely.
1	2	3	4	5	If you are making things worse, stop.
1	2	3	4	5	Figure out what's happening, not who's fault it is.

LOOK FOR WAYS FORWARD

1	2	3	4	5	Acknowledge conflict. Talk to the right people about the real problem.
1	2	3	4	5	Assume undiscovered options exist. Seek solutions people support.
1	2	3	4	5	Be explicit about agreements. Be explicit when they change.
1	2	3	4	5	Expect and plan for future conflict.



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