

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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