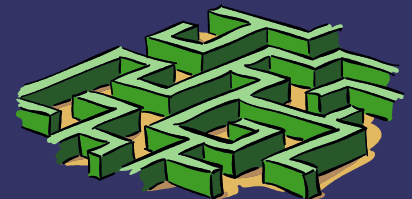


"Can Crucial Conversations Replace Violence?"

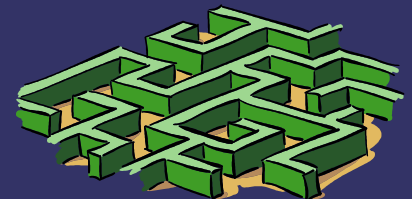
Minnesota Futurists
By
Roger Rydberg

Sept 29, 2012



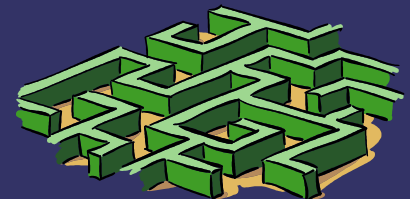
Crucial Conversation:

Tools for Talking when Stakes are High



Have you had those surprise moments when you get suckered into a conversation you shouldn't be having and it all turns out wrong?

- Have you had those surprise moments when you get suckered into a conversation you shouldn't be having and it all turns out wrong?
- That's the problem this book addresses.
- It does that in a prescriptive manner, and what the authors say makes sense.
- This particular problem is pervasive and often devastating.

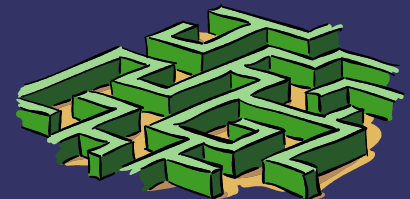


Chapter 1.

The ability to mitigate such a problem or even turn around a failing conversation is highly valuable.

The authors present a methodology for achieving this. And it's one that makes a great deal of sense.

What's a Crucial Conversation. The authors start the book by getting us all clear on what they are talking about. This chapter explains why one conversation is crucial and another isn't.



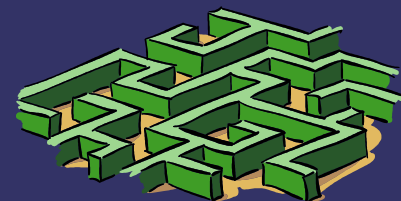
Chapter 2.

Mastering Crucial Conversations.

The key is to understand that dialogue is the free flow of meaning between two or more people.

When you fill the pool of shared meaning, you have success.

(The rest of the book concerns itself with how to stay in dialogue.)



Chapter 3.

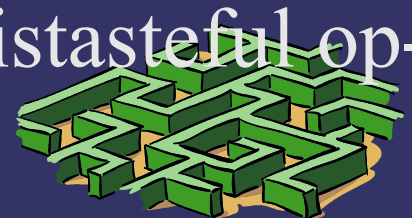
Start with the Heart.

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The basic concept here is to examine your own heart, determine what you really want, and work on improving your dialogue skills to communicate that.

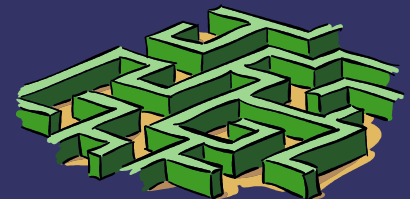
In this chapter, the authors also begin to talk about Sucker's Choices, which they'll keep coming back to throughout the book.

In the Sucker's Choice, you justify poor behavior by assuming or suggesting you are caught between two distasteful options.



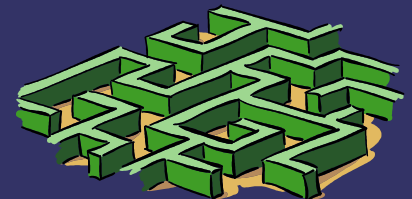
Chapter 4.

- ⇒ Learn to Look.
- ⇒ To keep the other person on track in a conversation, you need to look for clues that the other person doesn't feel safe and then take action to help that person feel safe.
- ⇒ When people don't feel safe, they get defensive and fall back on behavior that derailed a conversation. They'll retreat into silence or violence, neither of which is healthy.



Chapter 5

→ covers what to do when you find those clues that the other person doesn't feel safe.



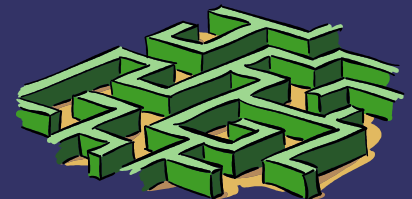
Chapter 9

Move to Action



- Who Cares?
- Who Knows?
- Who must Agree?
- How Many people is it worth involving?

- Who does what by when?



Chapter 10

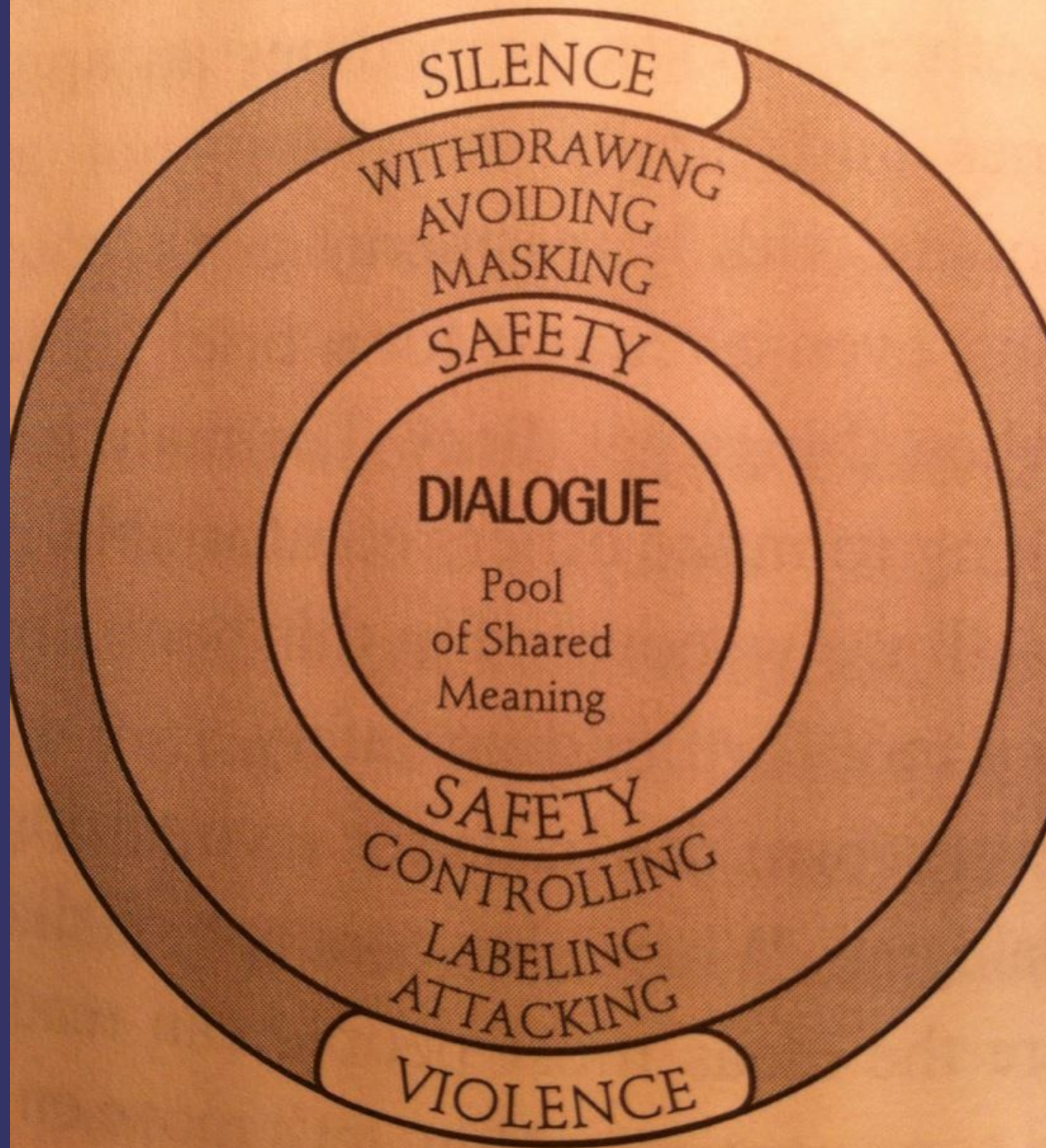
- ⇒ "Putting It All Together"
- ⇒ Learn to look - Playing games or this is pay dirt?
- ⇒ (Is there truly a dialogue going on here?)



The Process

- ⇒ Start with the Heart
- ⇒ Learn to Look
- ⇒ Make it Safe
- ⇒ Master your Stories
- ⇒ State your Path
- ⇒ Explore other Paths
- ⇒ Move to Action





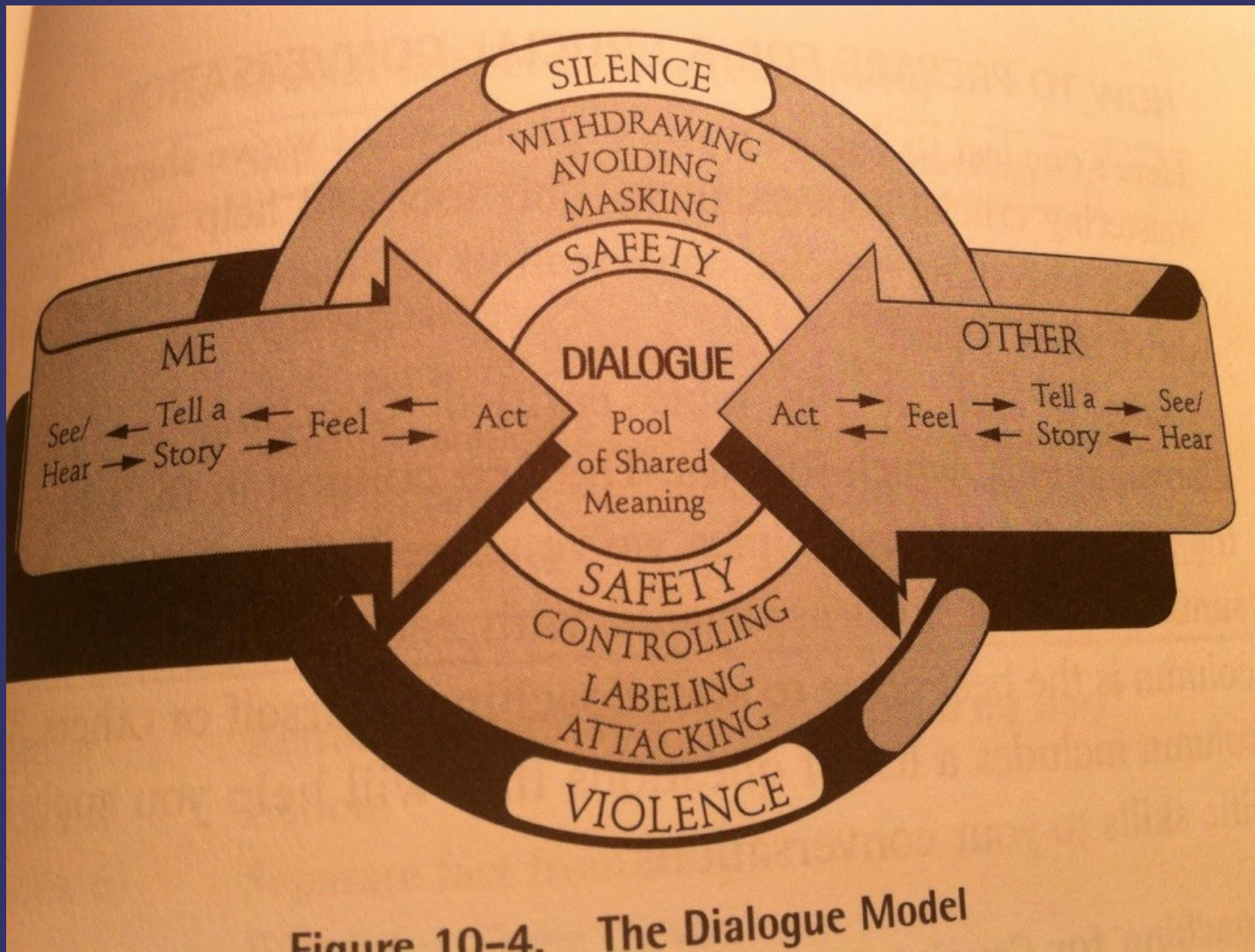
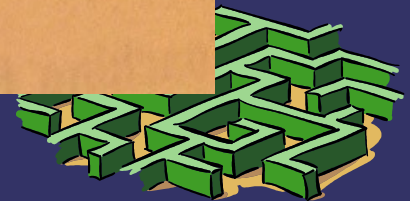
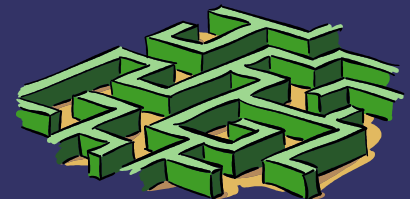


Figure 10-4. The Dialogue Model



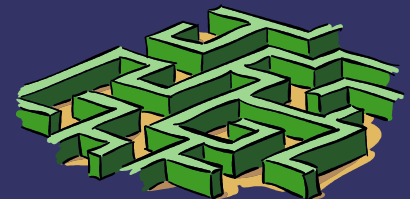
Chapter 11

- ⇒ Provides advice on specific types of hard-cases that defy the techniques in the book.
- ⇒ On to current conversations



Chapter 12

- ⇒ Change Your Life!
- ⇒ "How to Turn Ideas Into Habits."
- ⇒ The intention of this chapter is to give you something so you don't just read the book and continue as before. Basically, it says to study small parts of the book and practice what you learn.



Transforming Relationships

(Nothing Fails Like Success!)

(Not Your way – My way – Our way!)
(The Middle Way)

(Most Break-thru-s are Break Withs!)

(Speak from the heart!)

