What are Crucial Communications?

Tools for Crucial Communications
Each person is responsible for h/h communication.

One communication impacts another communication.

Emotions have an impact on communication.

There will always be communication challenges.
# How Soon Is Soon?
## Quick Survey

Circle the number for the response that is closest to what you mean when you use one of these words or phrases at work.

<table>
<thead>
<tr>
<th>When I say:</th>
<th>In less than an hour</th>
<th>today</th>
<th>this same week</th>
<th>within a week</th>
<th>within the month</th>
<th>anytime is ok</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ASAP</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>2. right away</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>3. soon</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>4. get it right back to me</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<td>6</td>
</tr>
<tr>
<td>5. take your time</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>6. later</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>7. first thing</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<td>6</td>
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<tr>
<td>8. high priority</td>
<td>1</td>
<td>2</td>
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<td>6</td>
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<tr>
<td>9. low priority</td>
<td>1</td>
<td>2</td>
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<td>6</td>
</tr>
<tr>
<td>10. this is an emergency</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<td>6</td>
</tr>
</tbody>
</table>
What is a Crucial Communication?

- Opinions vary
- Stakes are high
- Emotions are strong

Taken from the book Crucial Conversations
Examples of Crucial Communications

"Ed, we need to talk about your productivity."
What’s the Risk of not having a crucial conversation?
“Oh, just thinking up new ways to avoid everyone I work with. And you?”
Are you abrasive instead of persuasive?
Avoidance is all about fear....
I don’t want to hurt Joe’s feelings...
Now is not the right time to deliver this message....
Everyone makes mistakes some times....besides, who am I to tell them?
How can you tell when a conversation starts to go downhill?
Be careful of your thoughts, they may become your words at any moment.

--Ira Gassen
The Psychology of How Conversations Go Downhill

Behavior

* Interaction

Emotion

Interpretation

* Beginning of cycle
Best Practices

THE GOAL:
RESPOND TO CREATE DIALOGUE
Manage Your Reactions

Identify emotions

Understand reactions

Manage responses
Gain Clarity

What is the purpose of the conversation?

What do you really want? For yourself, others, the relationship?

How come you want that?

What would you be saying or doing if you really wanted those results?
Focus on the problem, not the person.
Discuss problems as soon as possible.
Focus the discussion on the problem, not the person.
When possible, plan how you will communicate to create dialogue.
To **MISUNDERSTAND**

what another person is saying,

decide that they are **WRONG**

before they are finished speaking.
What is **empathy**?
How do **YOU** do it?
I believe in getting into hot water, it helps keep you clean.

G.K Chesterton

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