



Crucial Conversations[®]
FOR MASTERING DIALOGUE

Learner Preparation Worksheet

Crucial Conversations for Mastering Dialogue teaches the tools for holding high stakes conversations in an effective way. Throughout the training you will have the opportunity to apply the skills to real life challenges you are facing. Come prepared with a few Crucial Conversations in mind—important conversations where there are opposing opinions and strong emotions. During the course, you'll be given time to apply the skills you are learning to these specific conversations.

CONSIDER THE FOLLOWING QUESTIONS:

- What poor results would you like to improve?
- What relationship do you want to improve?
- What do you regularly find yourself complaining about at home or work?
- What are some high stakes situations in which you disagree with a decision that is being made?

AS YOU CONSIDER THE QUESTIONS ABOVE, WHAT ARE TWO OR THREE CONVERSATIONS YOU NEED TO HAVE IN ORDER TO RESOLVE A SITUATION OR IMPROVE RESULTS? HERE ARE SOME EXAMPLES TO SPARK YOUR IDEAS:

- You aren't given the resources you need to complete your objectives.
- You have a hard time saying no, even when you have too much on your plate.
- You continue to be at odds with other departments about strategy, plans, and resources.
- You and your significant other disagree about how to handle issues.
- You disagree on politics or social issues with people you care about.

Below, record what the conversations are about and who they are with. These might be conversations you're avoiding altogether or maybe you've tried to hold the conversation and it hasn't gone well.

Bring this worksheet with you to your training to learn the principles and skills that will help you improve results and hold your most difficult Crucial Conversations.