Learning Guide: How to Respectfully Raise a Concern and Transform Your Conversations

1. Review:

Your Style Under Stress

Motive

Facts vs. Stories

1. CPR: how to determine what to focus on in your conversation
   1. Content –
   2. Pattern –
   3. Relationship –
2. STATE skills
   1. S =
   2. T =
   3. A =
   4. T =
   5. E =
3. Case study #1
   1. What should be your motive for you, the other person and the relationship?

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* 1. What should you lead with – content, pattern or relationship (circle one)
  2. STATE skills
     1. S =
     2. T =
     3. A =

1. Case study #2
   1. What should be your motive for you, the other person and the relationship?

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* 1. What should you lead with – content, pattern or relationship (circle one)
  2. STATE skills
     1. S =
     2. T =
     3. A =

Resources:

*Crucial Conversations: Tools for Talking When Stakes Are High* by Kerry Patterson, Joseph Grenny, Ron Mcmillan, and Al Switzer | Key Takeaways &. Idreambooks Inc, 2016.

Human Resources training opportunities: [*HR.TrainingRegistration@ucdenver.edu*](mailto:HR.TrainingRegistration@ucdenver.edu)

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