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?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 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?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 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*

Vital Smarts Newsletter: www.Changeanything.com/crucial conversations