



CRUCIAL CONVERSATIONS REMINDERS:

1. Recognize when your conversation has become crucial.
2. Look for signs for silence or violence.
3. Watch for stories we tell in our heads.
4. Examine your motive.

CRUCIAL CONVERSATIONS CHEAT SHEET

- What I don't want:
- What I do want:
- State your facts:
- State your opinions:
- Ask what's missing:
- Ask for their facts:
- Ask for thier opinions:
- Stay focused on the goal and avoid the urge to "win"!

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