“So, who’s gonna tell ‘em?”

The talk about "the talk" that nobody wants to talk about.
Individuals and Interactions

Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

Individuals and interactions over processes and tools
Working software over comprehensive documentation
Customer collaboration over contract negotiation
Responding to change over following a plan

That is, while there is value in the items on the right, we value the items on the left more.
crucial conversations
Tools for talking when stakes are high

Fierce Conversations
Achieving Success at Work & in Life, One Conversation at a Time

SUSAN SCOTT
<table>
<thead>
<tr>
<th>Me</th>
<th>You</th>
<th>Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:dustinThostenson@delta3consulting.com">dustinThostenson@delta3consulting.com</a></td>
<td><img src="image" alt="FASCINATING" /></td>
<td><img src="image" alt="Keys" /></td>
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</tbody>
</table>
Conflict!

Option 1

Option 2

KEEP CALM AND DO NOTHING

Option 3

PROCEED WITH CAUTION
Desire _____ Concern

Concern _____ Desire
Pool of Shared Meaning
WEAK

Hippocampus
Regulates memory and emotions.

STRONG

Amygdala
Turns on fight or flight, and stores memories of the event.

Prefrontal Cortex
Thinking/logic/what to do/evaluation.

Everything is ok.

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Create a mutual purpose
Recognize the purpose behind the strategy
Invent a mutual purpose
Brainstorm new strategies
Master your stories

See

=> Tell

=> Feel

=> Act
Clever Stories

Victim

Villain

Helpless
STATE
Your Path

- Share your Facts
- Tell your Story
- Ask for Others’ paths
- Talk Tentatively
- Encourage Testing
“You’re killing this team.”

"When you are in meetings I’ve found that you are talking 40% of the time or more. Sometimes you raise your voice to drown out other people. They have told me that they don’t want to engage anymore."
Tell your Story

"I noticed...."

Don't pile it on

Use Contrasting
Ask for Others’ Paths

Keep adding to the Pool of Shared Meaning

Ask for their Facts, and Stories, and Feelings
Talk Tentatively

Never say Always
No Conclusions
Goldilocks Test
Encourage Testing

- Invite opposing views.
- Play Devil’s advocate
- Strong beliefs

Change by:
- Controlling yourself,
- Learning to Look,
- Tone down your Approach,
- Catch yourself
Explore Others’ Paths

“Slow down the conversation, so that insight can occur in the space between words and you can discover what the conversation really wants and needs to be about”

-- Susan Scott ‘Fierce Conversations’

Be fully present for this conversation. It will NOT follow your script.
Explore Others’ Paths

Be AMPP’d

- Ask to get things rolling
- Mirror to confirm feelings
- Paraphrase to Acknowledge the Story
- Prime when you're getting nowhere
Explore Others’ Paths

Remember your **ABC’s**

A **gree**
B **uild**
C **ompare**
Decide how to decide

I’m the decider, and I decide what is best.

- Command
- Consult
- Vote
- Consensus

George W. Bush
Who?
Does What?
By When?
How will you follow up?
Be S.M.A.R.T!
“Is it worth it?”

- Missy Elliott
Summary of Principles

Start with the Heart

Learn to Look

Make it safe

Master my Stories

STATE my Path

Explore Others’ Paths

Move to Action
The ‘Fierce Conversations’

Confrontation Model

1) Name the issue
2) Select a specific example that illustrates the behavior or situation you want to change
3) Describe your emotions about this issue
4) Clarify what is at stake
5) Identify your contribution to the problem
6) Indicate your wish to resolve the issue
7) Invite the other person to respond
“So, who’s gonna tell ‘em?”

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