


“So, who’s gonna tell ‘em?”

The talk about "the talk" that nobody wants to talk about.

Individuals and Interactions

The background of the slide is a painting of a group of people in a meeting. The painting is in a soft, impressionistic style with muted colors. It shows several people, mostly men, gathered around a table, looking at something off-camera. The lighting is warm and somewhat dim, creating a focused and collaborative atmosphere. The text is overlaid on this image.

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.

OVER ONE MILLION COPIES SOLD

Foreword by **Stephen R. Covey**

Author of *THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE*

crucial conversations



Tools
for talking
when stakes
are high

*The
New York
Times*
BESTSELLER

KERRY PATTERSON, JOSEPH GRENNY, RON MCMILLAN, AL SWITZLER

AUDIO

Fierce Conversations

fierce *fɪə(ə)s* adj.
robust, intense,
strong, powerful,
passionate,
eager,
unbridled

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

SUSAN SCOTT

Act with
COURAGE,
CARE,
and
CONFIDENCE

"Powerful . . . This book will help
you gain the insight and skills to
make every conversation count."

—From the Foreword by
Ken Blanchard, Ph.D.

Read by the Author

The Downlow



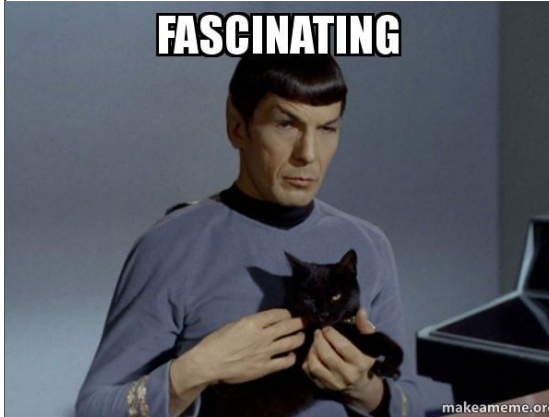
Me

dustinThostenson@
delta3consulting.com



You

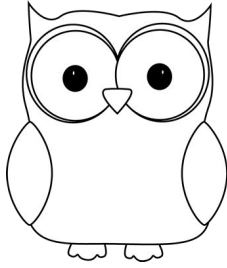
FASCINATING



Keys



Conflict!



Option 1



Option 2



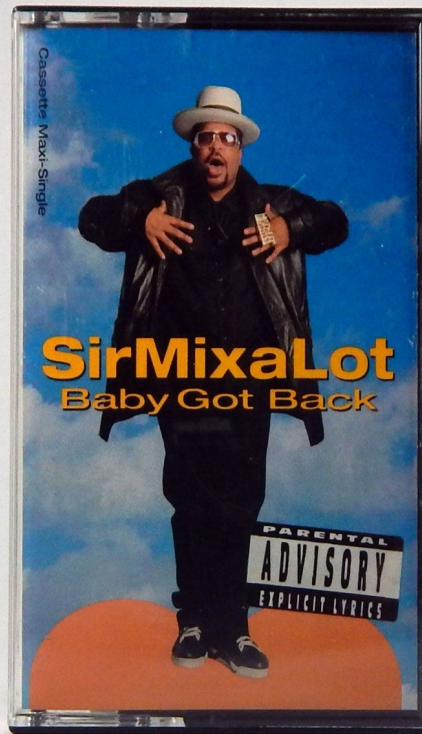
KEEP
CALM
AND DO
NOTHING

Option 3





Desire _____ Concern



Concern _____ Desire





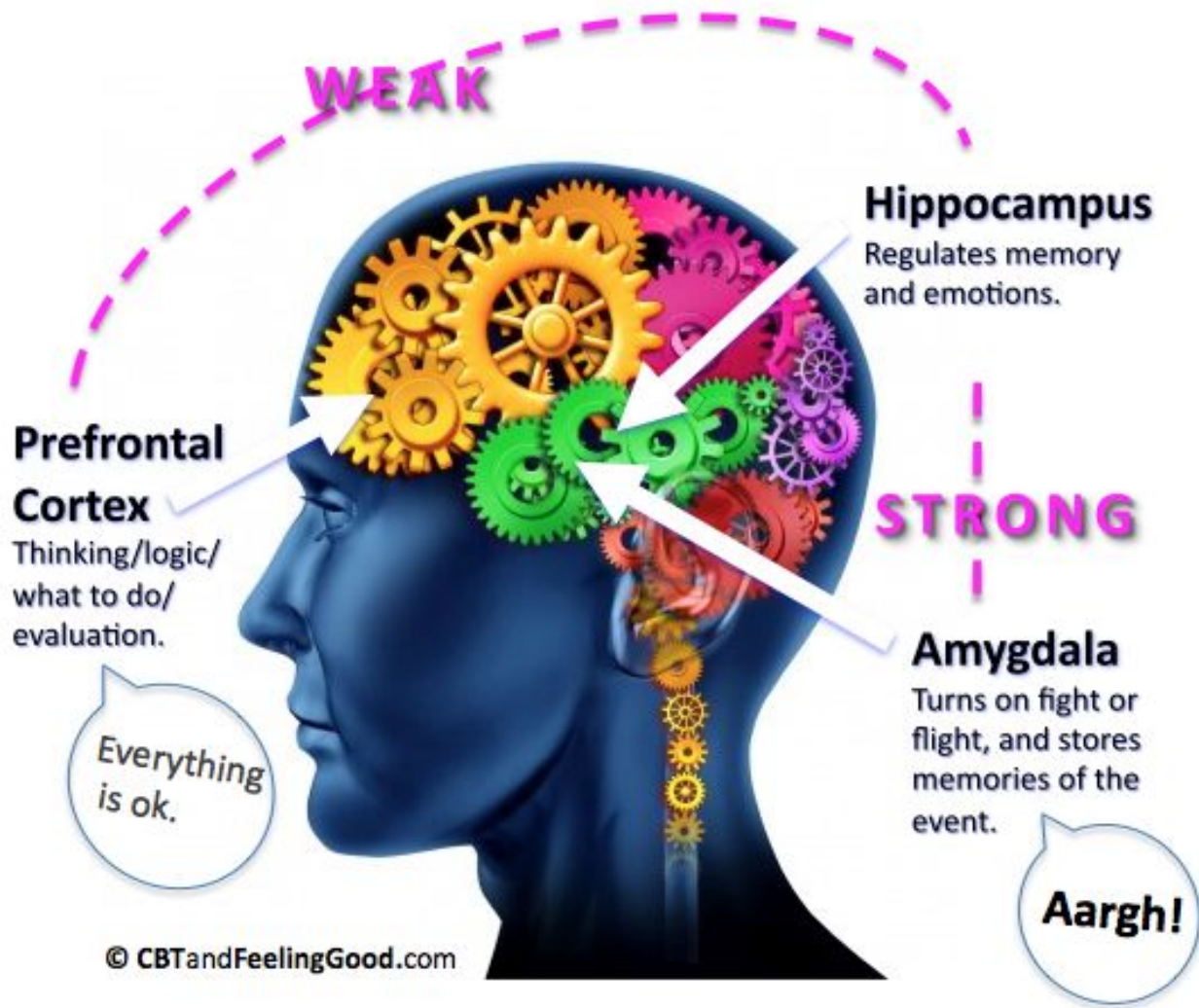
Start





Pool of Shared Meaning

Look





Create a mutual purpose

Recognize the purpose
behind the strategy

Invant a mutual purpose

Brainstorm new strategies

Master your stories



See

=>

Tell

=>

Feel

=>

Act

Christopher Avery

The Responsibility Process™

RESPONSIBILITY

OBLIGATION

QUIT

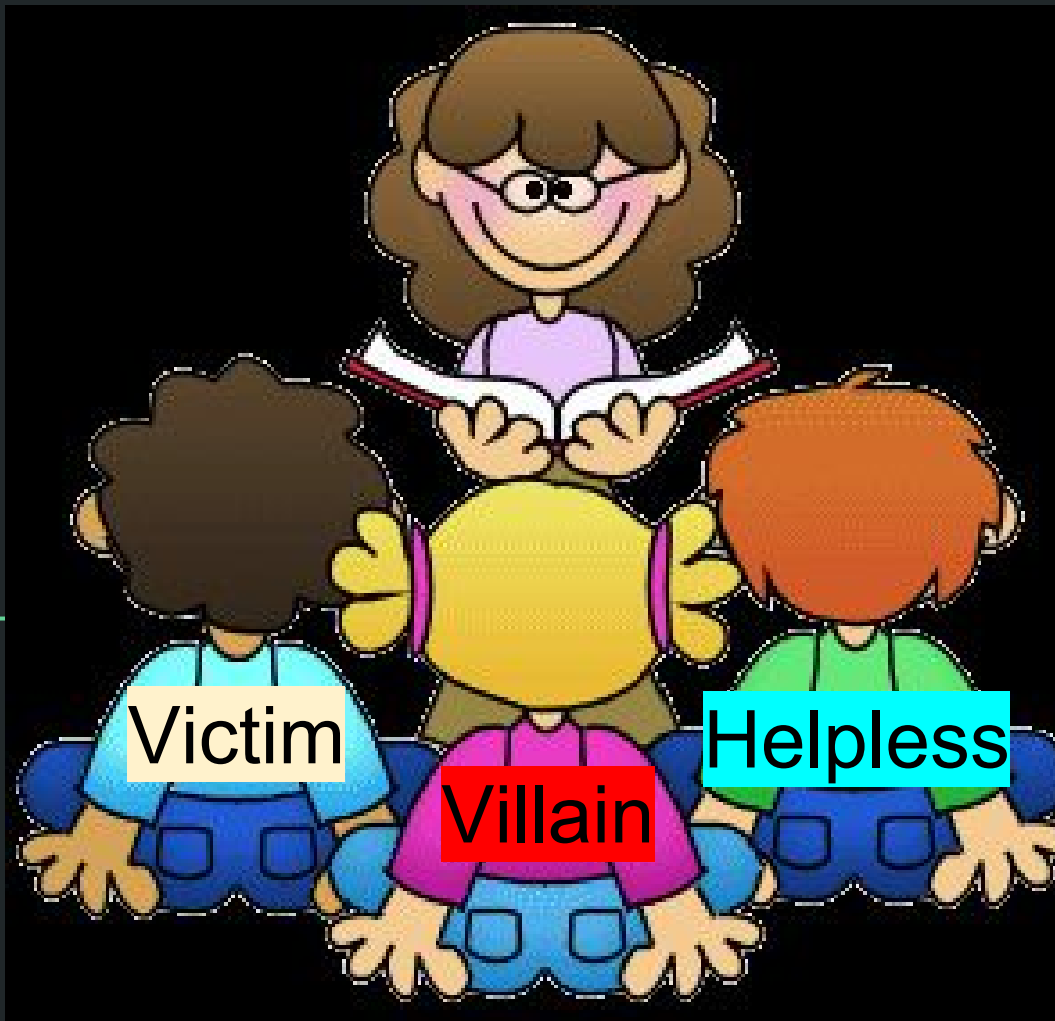
SHAME

JUSTIFY

LAY BLAME

DENIAL

Clever Stories





The background of the slide features a large, thin black outline of the state of Illinois. The left half of the state is white, and the right half is dark gray. The text is positioned within the white half, and a list of bullet points is on the dark gray half.

STATE

Your Path

- **Share your Facts**
- **Tell your Story**
- **Ask for Others' paths**
- **Talk Tentatively**
- **Encourage Testing**



Share your FACTS

“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:

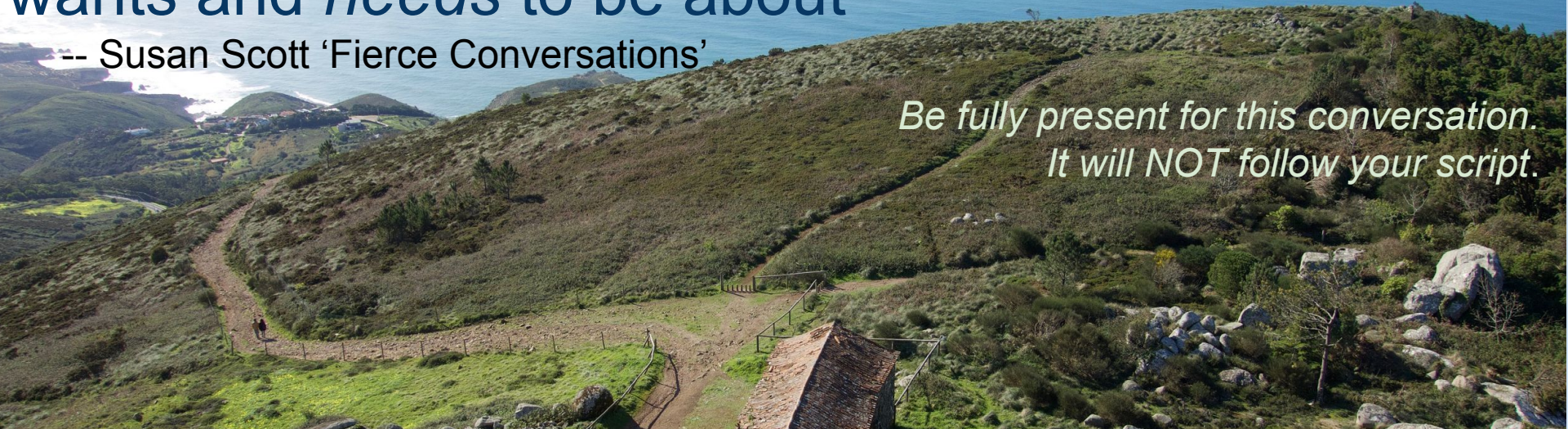
Controlling yourself,
Learning to Look,
Tone down your Approach,
Catch yourself

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**



Agree
Build
Compare

Decide how to decide



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

- **Command**
- **Consult**
- **Vote**
- **Consensus**

George W. Bush

“ quote fancy

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 the 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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