



CRUCIAL CONVERSATIONS II

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Crucial Conversations I

Top 10 Tips

1 Know the goal

2 Prepare but don't delay

3 Plan, but don't script

4 Know where you are going to have the conversation

5 Avoid “inflammatory” language

6 Manage emotions – *yours and theirs*

7 Lead with empathy

8 Listen & reward honesty – *force yourself not to get defensive*

9 Don't be wishy-washy

10 Set the follow up

Why are we called Leaders?

“Not because we are in charge, but because we lead the charge. We go first, first to the unknown, first to the difficult, first to the dangerous.”

- Simon Sinek

Good Reminders!



Agency/Autonomy

Listening

Empathy

Advice/Feedback

Reflection

Inclusion

Shared Terminology

#1 – Agency/Autonomy



- **We are working with adults**
- **“Don’t tell me what to do”**
 - Spend all their time thinking about why your way is wrong
- **How critical thinking is built**
- **Explain the issue...ask for solutions ... make suggestions**
 - Have you considered
 - What I am worried about with your recommendation
 - ...

#2 - Listening

- **Feel Heard, Feel Understood, Feel Seen**
- **Test for being a good Listener**
 - Are you listening to what is being said, or thinking about how you are going to respond?
 - Can you hear what is being said behind what is being said?
- **What does not listening look like?**
 - Judging
 - Accusing
 - Spitting facts



#3 – Empathy

- This is not *sympathy*
- Understanding the situation – “Are you okay?”
- “The phrase ‘don’t take it personally’ is worse than useless” Kim Scott, *Radical Candor*
- *But* DON’T PERSONALIZE it

#4 – Feedback

- **Not for them; FOR YOU**
- **Good for you, great for them**
- **Open the lines of communication**
- **How are you handling it?**
 - *If you aren't getting it...probably means you aren't handling it well*

How can I help you?

What do you need from me?

What do I need to do or stop doing that would make your job easier?

I have been working on [xxxx] any ideas you could share that would help me be more successful?

#5 – Reflection

- Such an important tool
- More you understand self, more you will understand others
- Ask others to do the same
 - How do you think your actions today were received?



#6 – Inclusion/Belonging

- Hierarchy of needs – we all want it
- Get people involved
- May require some extra meetings
- Set up the decisions to be made
- We either spend time preparing or we spend time reacting

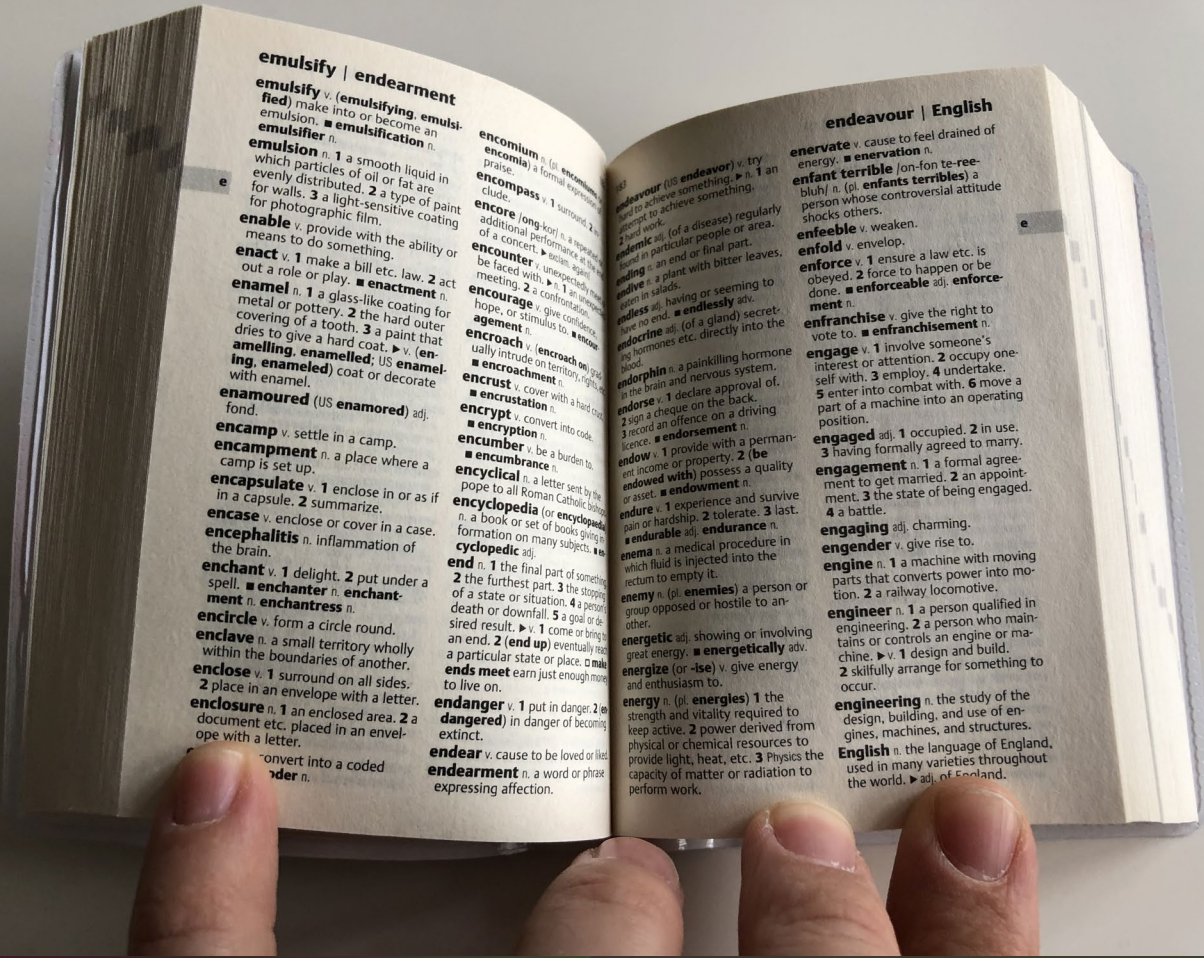
Maslow's Hierarchy of Needs



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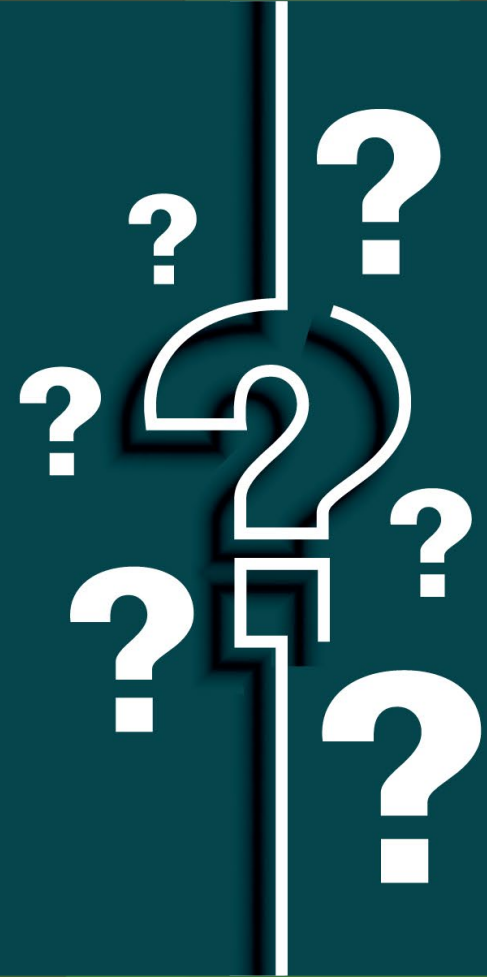


#7 – Shared Terminology



- What is your organization using to learn more about each other?
- How can you create a shared language that makes it 'safe' to have a conversation that might be challenging
 - Strength Finders
 - Myers-Briggs
 - Books
 - TED Talks
 - TikToks!

What is to be gained?



Clarity

Dr. Becky Kennedy

"Being told the truth by someone who believes you and likes you is a profound human experience because it is so rare."

Brene Brown

Clear is kind,
unclear is unkind

Paint me
the picture of done

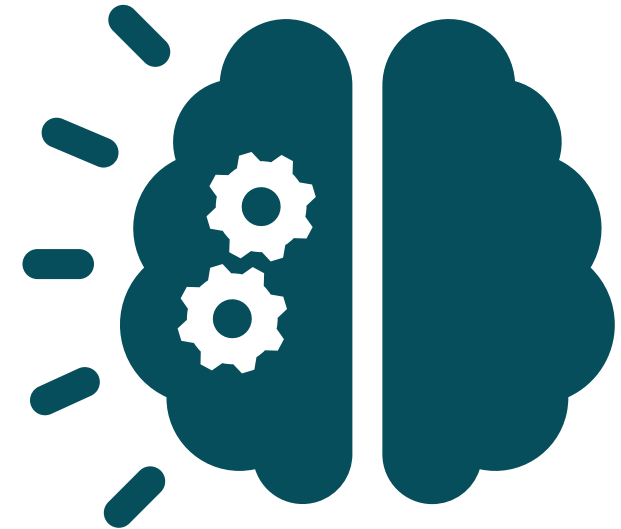
Positivity



**People can deal with the bad and the good,
but what they cannot deal with is uncertainty
– WE will make up a story. –**

Critical Thinking

- **Forced problem solving/critical thinking**
- **Best way to learn**
- **Buy-in/Engagement**
- **Accountability**



Collaboration

- Do you want to prove you know, or do you want to be effective?
- Relationship Building
 - Peer
 - Patient
 - Client
 - Not an us vs them; Us vs it



Success

All want it

Let everyone
be in on it



Time to Share



Success Story?

Biggest Challenge?

Other Questions?