

Crucial Conversations Chapter 7: STATE My Path

How to speak persuasively, not abrasively

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“Adding information to the pool of meaning can be quite difficult when the ideas we’re about to pour into the collective consciousness contain delicate, unattractive or controversial opinions.”

Maintain Safety: to do this we need three things -

Confidence to say what needs to be said;

Humility to realize that none of us have a monopoly on truth nor do we have to win

Skill to speak the unspeakable and leave people grateful for the honesty.

S.T.A.T.E. My Path

Share your facts

Tell your story

Ask for others’ paths

Talk tentatively

Encourage testing

The “WHAT” Skills

1. Share your facts

- a. Facts are the least controversial
- b. Facts are the most persuasive
- c. Facts are the least insulting

THEREFORE: Begin your path with facts

2. Tell your Story

- a. It takes confidence
- b. Don’t pile it on
- c. Look for safety problems
- d. Use Contrasting

3. Ask for Others’ Paths

The “HOW” Skills

4. Talk Tentatively
 - a. Tentative, not wimpy
5. Encourage Testing
 - a. Invite opposing views
 - b. Mean it
 - c. Play Devil’s advocate
 - d. Do it until your motive becomes obvious

Watch the Videos: http://static.vitalsmartscdn.com/skill_video/playvideo.html?videoName=CC1_STATEBad.flv

http://static.vitalsmartscdn.com/skill_video/playvideo.html?videoName=CC1_STATEGood.flv

Strong Belief

The more certain I *FEEL*, the more likely I am to move out of dialogue and into debate.

When we feel the need to push our ideas on others, it’s generally because we believe we’re right and everyone else is wrong.

We feel justified in using dirty tricks

We attack a straw man – setting up an imaginary “worst case scenario” and then defending against that instead of dealing with reality as it currently exists.

HOW DO WE CHANGE?

“When you find yourself trying to convince others that your way is best, back off your current attack and think about what you really want for yourself, others, and the relationship.”

1. Learn to look – watch for the moment when people start to resist
2. Turn your attention away from the topic and onto your own functioning
3. “The more you care about an issue, the less likely you are to be on your best behavior.”
4. Tone down your approach
5. Catch yourself. If you’re starting to feel indignant, or can’t figure out why others aren’t buying in, recognize that you’re starting to enter dangerous territory. Even ask for a timeout.

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