

Crucial Conversations: An Overview

Crucial Conversations

*Communication Techniques
to Improve Health Care*

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Crucial Conversations

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***A crucial conversation is a
problem that needs to be
worked out through dialogue.***

***If you don't talk it out,
you will act it out.***


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What is Crucial Conversations?

- Tools for talking when the stakes are high
- Everyday conversations when the stakes are high, opinions vary, and emotions are strong

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***The Three Elements That Make Up a
Crucial Conversation***



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***What Is Crucial Conversations
About?***

Crucial Conversations is about a set of dialogue skills that helps you to be 100% candid and 100% respectful while obtaining positive outcomes, problem solving, and enhancing relationships.

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What Crucial Conversations Is Not About

- Debating
- Word games
- Deception
- Compromise
- Manipulation
- Winning

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The Dialogue Model



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Crucial Conversations Principles

- Get Unstuck
- Start with Heart
- Learn to Look
- Make It Safe
- Master My Stories
- STATE My Path
- Explore Others' Paths
- Move to Action

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VitalSmarts Resources

www.vitalsmarts.com

- Short introduction videos
- Webinars
- Newsletter
- Self-assessment of your Style Under Stress
- Examples of scenarios

All materials have been used with permission from VitalSmarts. Contact: 801-765-9600.

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Over 1 million drug-related injuries occur every year in health care settings. The Institute of Medicine estimates that at least a quarter of these injuries are preventable.

To find out how to prevent medication errors, go to <http://www.hsag.com/drugsafety/>.



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