

# How to Have the Talk

Lara Capuano and Brad Files



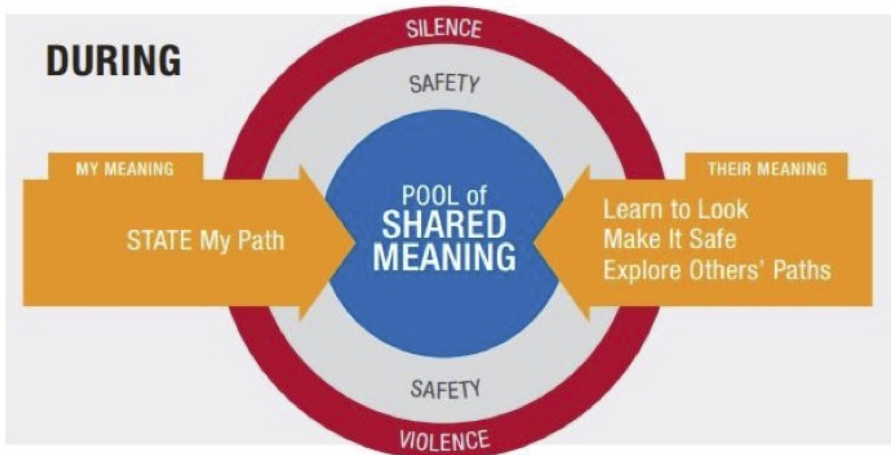
## CRUCIAL CONVERSATIONS MODEL

### BEFORE

#### WORK ON ME FIRST

Get Unstuck  
Start with Heart  
Master My Stories

### DURING



### AFTER

#### MOVE TO ACTION

Who does What by When  
Follow up





## STATE

1. S - Share Your Facts
2. T - Tell Your Story
3. A - Ask For Others' Paths
4. T - Talk Tentatively
5. E - Encourage Testing

## 3 Monitors:

1. Content
2. Other Person
3. Yourself

## Resources

1. Crucial Conversations by Kerry Patterson, et al.  
<http://a.co/6pSjD4f>
2. Authors' Website / Training  
<https://www.vitalsmarts.com>
3. Craig Groeschel's Leadership Podcast  
<https://www.life.church/leadershippodcast/>

