



# HOW TO HAVE "THE TALK"

OVERCOMING DREAD AND DELAY  
OF CRUCIAL CONVERSATIONS

LARA CAPUANO  
BRAD FILES





## HEBREWS 10:24-25

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AND LET US CONSIDER HOW WE MAY SPUR ONE ANOTHER ON TOWARD LOVE AND GOOD DEEDS, NOT GIVING UP MEETING TOGETHER, AS SOME ARE IN THE HABIT OF DOING, BUT ENCOURAGING ONE ANOTHER—AND ALL THE MORE AS YOU SEE THE DAY APPROACHING.





# JOHN 1:14

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THE WORD BECAME FLESH AND MADE HIS DWELLING AMONG US. WE HAVE SEEN HIS GLORY, THE GLORY OF THE ONE AND ONLY SON, WHO CAME FROM THE FATHER, FULL OF GRACE AND TRUTH.





There's a  
sucker born  
every minute.

*Opposing Opinions*

*Strong Emotions*

**crucial**  
conversations®

**High Stakes**

# CRUCIAL CONVERSATIONS MODEL

**BEFORE**

**WORK ON ME FIRST**

Get Unstuck  
Start with Heart  
Master My Stories

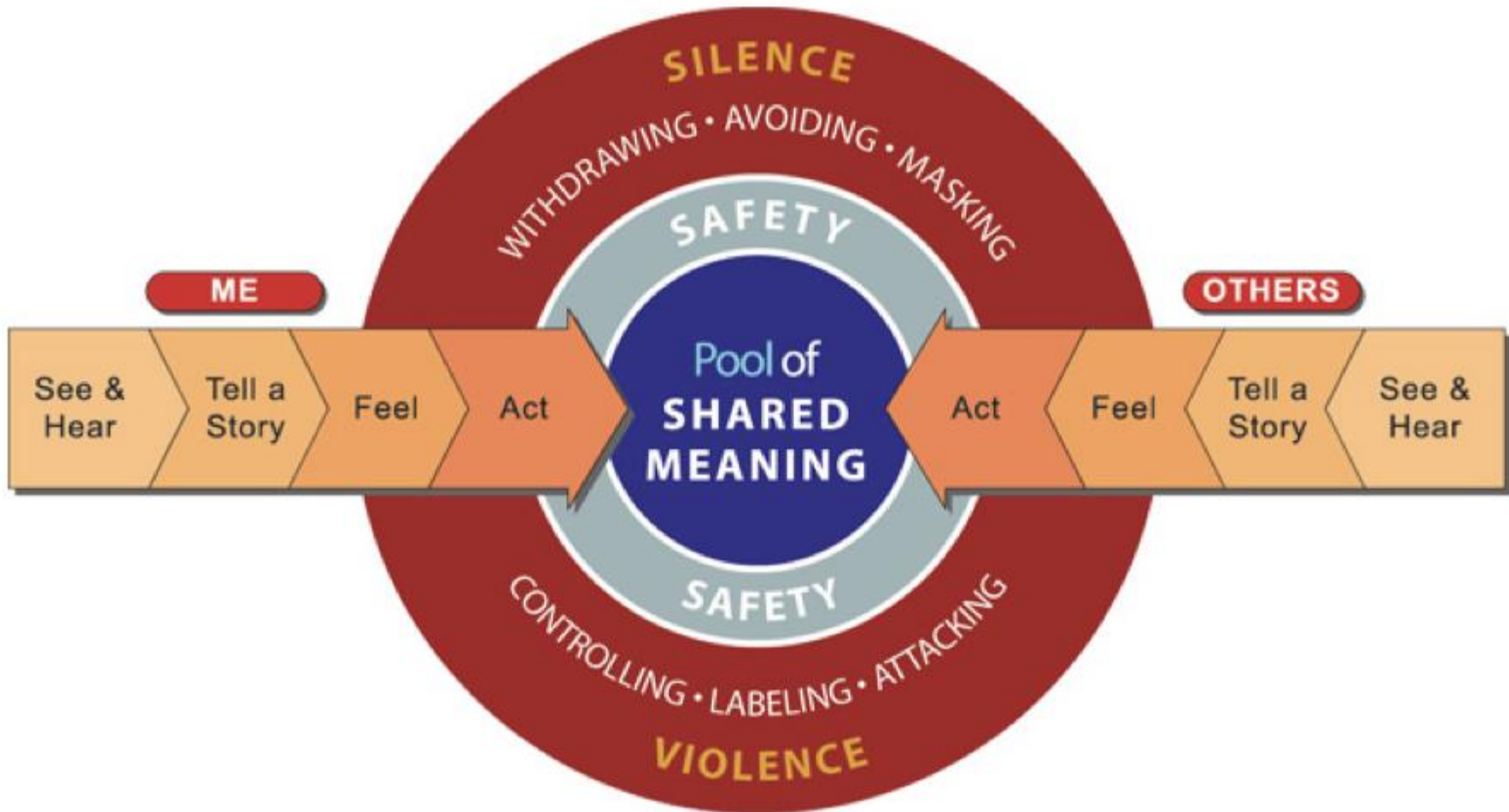
**DURING**



**AFTER**

**MOVE TO ACTION**

Who does What by When  
Follow up



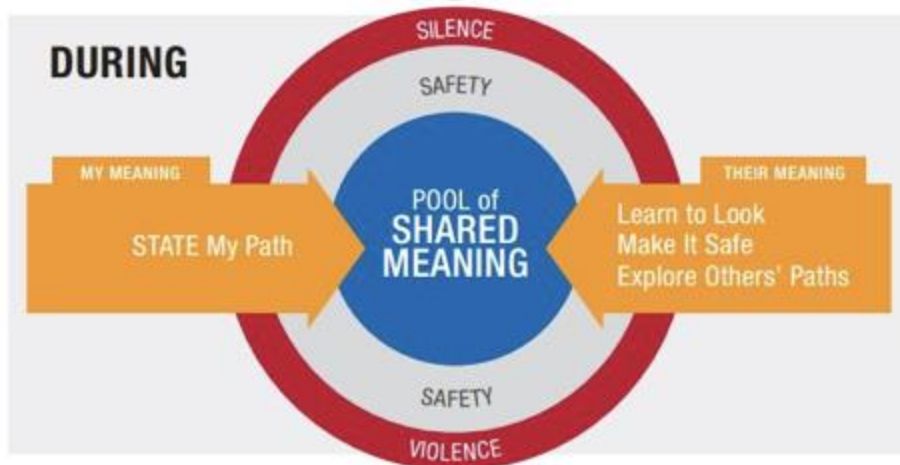
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S – SHARE YOUR FACTS

T – TELL YOUR STORY

A – ASK FOR OTHERS' PATHS

T – TALK TENTATIVELY

E – ENCOURAGE TESTING





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## THREE MONITORS

- THE CONTENT
- THE OTHER PERSON
- YOURSELF

