

CRUCIAL CONVERSATIONS

COMMUNICATION AT ITS BEST

Message Sent = Message Received

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Games

Jon Bredal

As people interact with each other, they develop their relationships and trust levels with each other, enhance communication, improve cooperation, and achieve a sense of unity. The right movements can also stimulate and activate all brain subsystems while building and opening neural pathways thus, enhancing ability to take in, process and express information. Games also release stress, improve visual and auditory processing, fine and large motor skills, impulse control, thinking, focusing and problem solving abilities as well as creativity.

Circle Passing

Sponge, Nerf or Koosh Balls

- Players stand in a circle. A player throws the ball to another while calling his/her name.
- Players pass the ball overhead, through legs, and/or around back, while others mimic.
- Players pass one ball in one direction and another ball in the opposite direction. One person yells, "Switch!" to reverse the direction they are passing the balls.
- A player throws a ball to another and changes places with that person.

Back and Forth Passing

- Players form two lines facing each other about 6 feet apart.
- The player at the start of one line tosses a ball to the player at the head of the other line, then runs to the end of the opposite line. Play continues. Step back to increase the distance. Repeat. Add more balls to increase the challenge.

Lazy 8 Walk

- Create a lazy 8 pattern on the floor. Walk the pattern single file, swinging arms in sync with opposite leg, focusing on a spot.
- Touch opposite knee while moving around the pattern.
- Thrust out the opposite arm and leg while moving around the pattern.
- Place hands on hips, alternating shoulders in sync with the opposite leg.

Spinning Inside-Outside Circle

- Create inside outside circles facing each other. Join hands. Rotate in opposite directions.
- Switch directions.

Row Your Boat

- Sit in a circle with knees touching. Sing, Row, Row, Row Your Boat.
- While singing, with palms down, slap the knee of the person to the left twice.
- Look forward, slap own knees twice.
- Then slap the person to the right's knees twice and repeat the pattern.
- Sing again, looking the opposite way while slapping the neighbor's knees left and right.

GOAL SETTING

**If you don't know where you want to go, any road will take you there.
Whether you think you can or you think you can't. You are right.**

Henry Ford

6 STEPS of GOAL SETTING

1. Decide your goals.
2. Write goals in first person, present tense. "I am..."
3. Be brief.
4. Be specific.
5. Use good feeling words.
6. Write your goals.

*Words determine thoughts. Thoughts determine feelings. Feelings determine actions.
Actions determine habits.*

*Watch your thoughts, they become words,
Watch your words, they become actions.
Watch your actions, they become your habits.
Watch your habits, they become your character.
Watch your character, for it becomes your destiny.*

Frank Outlaw

Your thoughts control your endocrine system, and your endocrine system controls your emotions. The endocrine system releases the hormones that excite or depress you, and make you happy, sad, or angry. You can control your body- via the endocrine system -by controlling your thoughts.

Dharma Singh Khalsa, M. D. [Brain Longevity](#). 102

The 7 Habits of Highly Effective People **Stephen Covey**

1. **Be Proactive**
2. **Begin With the End in Mind**
3. **Put First Things First**
4. **Think Win/Win**
5. **Seek First to Understand, Then To Be Understood**
6. **Synergize**
7. **Sharpen the Saw**

CEREBRAL CORTEX

MIDBRAIN

BRAIN STEM

Survival

- Aggressive: physical and verbal Arms disappear in clothing
- Cannot sit still Itchy eyes
- Clothes-sucking and shirt turning Off task
- Constantly going to the bathroom Does not finish work
- Easily distracted Everything is boring
- Hyperactive Knee-sitters and chair rockers
- Pencil chewing Perfectionist
- Speech difficulties Stressful reading
- Tears Trouble with boundaries

Debra Wilson Heiberger and Margot C. Heiniger-White. S'cool Moves for Learning.

PREFERRED LEARNING MODALITIES

EYE MOVEMENTS

VISUAL

up, right
up, left
straight
closed
straight, down

AUDITORY

level, right
level, left
down, left

KINESTHETIC

down, right

HAND GESTURES WHEN SPEAKING

Upwards

sideways

downwards

VERBAL CLUES

picture
clear
focus
perspective
see
glimpse
preview
discern
distinguish
illustrate
clarify
graphic
reveal
glance
depict
appear
observe
watch
draw

note
accent
shout
discuss
call
hear
scream
ask
amplify
harmonize
key
voice
compose
screech
tell
listen

touch
handle
throw
shock
stir
impress
move
tap
sharpen
tangible
irritate
tickle
grab
crash
flat
grasp
push
*feel
*sense

COMMUNICATION

The quickest way to establish rapport with people is to synchronize with them. The people in rapport with each other, lean toward one another, adopt similar arm and leg positions and talk in similar tones of voice.

People view the world in one of three basic ways:

- **visualse** are motivated by what they see; they tend to talk fast, wave their hands, look up with their eyes, dress well and say things like, “I’d like to see proof of that.”
- **auditorie** are motivated by what they hear; they tend to talk at medium speed, have melodic and expressive voices, gesture and move their eyes from side to side and will say, “I hear that.”
- **kinesthetice** are motivated by physical sensation; they tend to speak very slowly and with great detail, look down as they speak, wear textured clothing and talk about how they feel.

IDENTIFYING YOUR SENSORY PREFERENCE

1. In my spare time, I most enjoy
 - a. Watching TV or going to the movies.
 - b. Reading or listening to music.
 - c. Doing something physical or playing a sport.
2. Of the following activities, I spend the most time indulging in
 - a. Daydreaming.
 - b. Listening to my thoughts.
 - c. Picking up on my feelings.
3. When someone is trying to convince me of something,
 - a. I want to see the evidence or proof.
 - b. I talk myself through it.
 - c. I trust my intuition.
4. When finding my way around an unfamiliar city,
 - a. I use a map.
 - b. Ask for directions.
 - c. I trust my intuition.

Nicholas Boothman. “How to Make People Like You. Secrets of Instant Rapport.” Bottom Line TOMORROW. March, 2001. p. 7-8

Nicholas Boothman. How to Make People Like You In 90 Seconds Or Less. New York: Workman Publishing Co. Inc. 2000.

THE SECRET OF SUCCESS = COMMUNICATION

The better you are at connecting with other people,
the better the quality of your life.

The meaning of communication lies in the response it gets.

Richard Bandler and John Grinder

FORMULA FOR EFFECTIVE COMMUNICATION:

1. know what you want
2. find out what you are getting
3. change what you do until you get what you want

6 Conversation-generating Words:

Who?	What?	When?	Where?	Where?	How?
	THE	Tell	“That’s interesting!”		
		How come	Conclusion		
		Expand	How occurred		

Active listening

is an active attempt to grasp and understand the facts and underlying feelings of what is being said.

Invite an explanation, an opinion, or a feeling.

Be consistent with your words, tone of voice and gestures. When faced with inconsistency, people pay most attention to body language, then tone of voice, and little to actual words.

Crucial Conversations

Tools for Talking When Stakes Are High

Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

**Crucial Conversations occur when
opinions vary,
stakes are high
and emotions run strong**

The core of every conversation is the free flow of relevant information in which participants express their opinions, share feelings and articulate theories. The conversation creates a pool of shared meaning. The pool is a measure of the group's IQ. The larger the pool, the smarter the decisions.

When free flow sharing is blocked we avoid the conversation, handle the conversation poorly handle it well. When we avoid or handle the conversation poorly, the other person's brain is in a flight or fight mode.

Start with heart.

What do I really want for myself? What do I really want for others? What do I really want for our relationship? How would I behave if I really wanted these results?

Find a way to get all of the relevant information out into the open.

Options

- **Silence** (withdrawing meaning from pool) masking, avoiding, withdrawing, fuming, sugar coating, couching, pouting
- **Violence** (forcing meaning into pool) convincing, controlling, compelling others to your point of view, name calling, monologuing, making threatening, labeling, attacking, overstating facts, speaking in absolutes, changing subjects, using directive questions, belittling (is often preceded by a prolonged period of silence)
- **Speak openly and honestly**

Communication Games **When you name the game, you can stop playing it.**

Salute and stay Freeze Withhold meaning Verbal attacks

Borrowing power Biased monologue Subtle manipulation: Hints
Sarcasm
Looks of disgust
Innuendo

In a failed conversation it is natural for us to want to

1. correct the facts, quibble over details and point out flaws; the goal changes from connecting with others to identifying mistakes to winning
2. seek revenge
3. use silence
4. use sucker's choice: be honest and attack or be kind and withhold the truth using either/or thinking There is always a third choice: be honest and respectful

When moving toward silence and violence, stop and pay attention to your motives.

Note when conversations turn unhealthy: look for one of three conditions:

1. the moment the conversation turns crucial;
2. silence or violence
3. your own style under stress

When emotions heat up, key brain functions shut down. When others feel unsafe, they make fun of you, insult you or bowl you over with arguments

Restore emotional safety: look for ways that we are similar, sympathize or empathize, write goals emphasizing commonality, find mutual respect and purpose and apologize if warranted.

When the purpose of the conversation is at risk, we end up in debates, defensiveness, hidden agendas, accusations or circling back to the same topic.

Listen rather than act on feelings. **AMPP**

Ask to get things rolling

Mirror to confirm feelings

Paraphrase to acknowledge the story

Prime the pump by telling a story when it appears that you are getting nowhere

ABC's Agree Build Compare

Emotions don't make you mad; you make you mad. You and only you can create your emotions. Once you have created them, you have two options: you can act on them or be acted on by them; master them or feel hostage to them. Feelings drive actions. If you don't get at source of the feelings, you will suffer the effects of the feelings

Just after we observe something and just before we feel emotion we tell ourselves a story.

We add meaning to the action as well as motive and judgment. Based on your stories, our body responds with emotion. We can take control of our emotions by telling a different story. Our stories are our interpretation of the facts; they are our theories to explain how, why, what. It's our stories that drive our emotions. If we always react, the story is hardwired.

SEE – TELL- FEEL – ACT

1. notice behavior using silence or violence?
2. get in touch with feelings; what emotion encouraged the action
3. tell / analyze the story; what story created the emotions
4. see/hear get back to the facts What evidence supports the story?
separate facts from story by focusing on behavior

Clever stories – help us feel good about behaving badly; they match reality to get us off the hook; we tell a story when we feel the need to justify conscious act against our own sense of what’s right, we don’t admit errors; we look away; we are upset because we sold out; small sell outs are easy to overlook when we feel the need to justify conscious act against own sense of what’s right; we tell clever stories when want self-justification

Victim stories – it’s not our fault; we ignore the role we played in the problem; judiciously avoid the facts and whatever we’ve done to contribute to the problem

Villain stories – it’s all their fault; we tell evils of the other party; exaggerate our own innocence; overemphasize the other person’s guilt and assume the worst possible motives; labeling is commonly used

Helpless stories –There is nothing else we can do; we make ourselves self powerless; we like to explain why we can’t do anything to change the situation; it’s easy to act helpless when we turn other’s behavior into fixed and unchangeable traits

Start with heart: what do you really want

1. **Share facts.** Facts lay the groundwork for all delicate conversations
2. **Tell your story.**
3. **Ask for other’s paths.**
4. **Talk tentatively.** “I was wondering why...,” “Perhaps you are unaware...” “In my opinion...” “I’ve talked with three-four others...”
5. **Encourage testing.**

Story

Daniel H. Pink

We are our stories.

As we tell our stories, we compress years of experience, thought and emotion into a few compact narratives that we use to explain ourselves and connect to others.

Narrative imagining - story – is the fundamental instrument of thought. Rational capacities depend on it. It is our chief means of looking into the future, of predicting, of planning, and of explaining... Most of our experience, our knowledge and our thinking is organized as stories.

Mark Turner, The Literary Mind

There is... an internal “story grammar” that helps us understand the world as a pattern of experiences, not as a set of logical propositions. That is the essence of the story ~ context enriched by emotion. Stories sharpen our understanding of one thing by showing it in the context of something else.

When facts become so widely available and instantly accessible, each one becomes less valuable. What begins to matter more is the ability to place these facts in context and to deliver them with emotional impact.

There are never any new stories...just the same stories retold. The blueprint for tales since humankind’s earliest days, is the “hero’s journey.” The hero has three main parts: Departure, Initiation and Return. The hero hears a call, refuses it at first and then crosses the threshold into a new world.

Joseph Campbell, The Hero With a Thousand Faces

If stories come to you, care for them.
And learn to give them away where they
Are needed. Sometimes a person needs a
Story more than food to stay alive

Barry Lopez, Arctic Dreams

Stories provide: a context enriched by emotion along with a deeper understanding of how we fit in and why that matters.

Daniel H. Pink. A Whole New Mind. Why Right-Brainers Will Rule the Future.
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