

2018 BRINGING ADMINISTRATORS TOGETHER CONFERENCE

Crucial Conversations

April 5, 2018

3:00 p.m.

UIC UNIVERSITY OF ILLINOIS
AT CHICAGO

UIC

Lincoln Hall

707 South Morgan Street

Conference Sponsors: The Office of the Chancellor, Budget & Financial Administration / Human Resources, the Office of the Provost and Vice Chancellor for Academic Affairs, the Office of the Vice Chancellor for Research, and the Office of Business and Financial Services

Workshop Presenter

Laurie Schellenberger, MATD
Human Capital Development Coordinator, UIC
Human Resources

lschell3@uillinois.edu

Please ...

- Turn off cell phones.
- Avoid side conversations.
- Questions are welcome at any time.
- Sign the attendance roster.
- Complete the evaluation at the end of the workshop.

Objectives

- Learn about *Crucial Conversations* training
- Learn one skill from the training

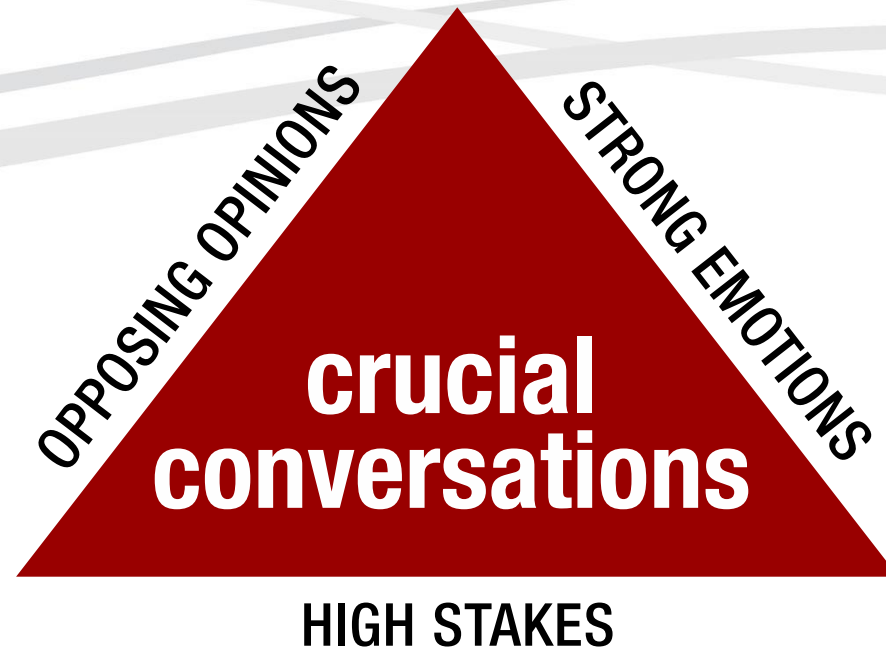
WELCOME!



Crucial Conversations

OVERVIEW PRESENTATION

What Makes a Conversation Crucial? Three elements.

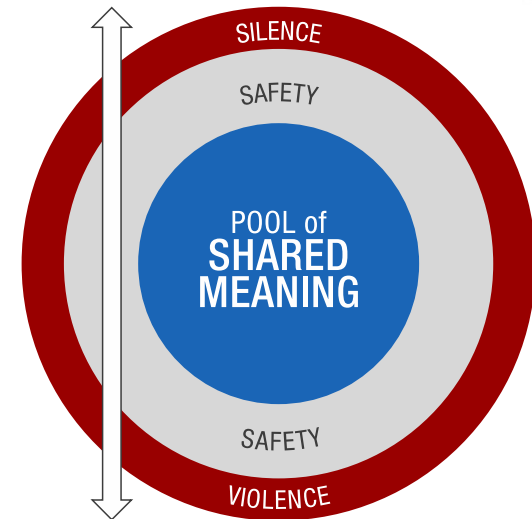


The Silence to Violence Continuum

We Make a Fool's Choice.
When facing a crucial conversation, we often feel we have to choose between responding with silence or with violence.

We assume we can either share our honest opinion OR be respectful.

We are blind to the dialogue option.





Research Behind Crucial Conversations

- Over 20 years and 10,000 hours of observation
- Link between how the crucial conversation is handled to reach outcomes

When we start having these conversations effectively, we will see our issues get solved and our bottom line improve.



Skills and Principles

- Identify the right problem to hold the right conversation.
- Stay focused on what you really want when motives degrade.
- Take control of your emotions instead of losing your cool.
- Speak persuasively, not abrasively.
- Watch for signs that safety is at risk and make it safe to talk.
- Help others into dialogue when they're feeling hurt, scared, or defensive.
- Go from talking to getting results.

Crucial Conversations

Let's take about 20 minutes and learn one skill from
Crucial Conversations;
Contrasting

Workshop Summary

“When others feel respected and trust your motives, they let their guard down and begin to listen.”

Al Switzler, author *Crucial Conversations*

Questions / Concerns?

“In my thirty-five years in the training profession, I have never experienced content so valuable and so life-changing as what is found in *Crucial Conversations*. I am convinced that if people could read any book that crosses boundaries for skills in team building, performance management, conflict resolution, problem solving, etc., it would be this one.”

Terrie Monroe,
director organizational development,
Children’s Health System