



## **Steps to a Crucial Conversation**

### **Having a healthy conversation**

1. Enter the conversation knowing what you want to accomplish
2. Listen carefully to others
3. Make sure that everyone feels safe and understood
4. If anyone is getting angry or upset, deescalate
5. Brainstorm ideas for solutions to the problem
6. Agree on solutions
7. Make a plan to start changing the situation
8. Follow up on the plan

### **Unhealthy communication habits-**

Criticism, Contempt, Defensiveness, Stonewalling