

Crucial Confrontations™ Action Planner

Use this Action Planner along with the Crucial Confrontations Model card to prepare for future crucial confrontations you may need to hold. If you follow the steps outlined below, you'll find greater success and confidence in even the toughest confrontations you may need to hold.

Choose *What and If*

What is the actual problem you want to address? Unbundle the problem by listing the major issues in the space below. Is the problem a matter of Content? Pattern? Relationship?

To help choose from the list of possible problems, ask what you *really* want. Now, distill the problem into a single sentence and write it below.

Finally, honestly choose IF you're going to speak up. What are the consequences of not speaking up? What benefits will come from resolving the problem?

Master My Stories

What stories have you been telling yourself about the other person or his or her motives? Consider the Six-Source Model. What other forces might be at play? List them in the space below (See the "Tips" on your Model card for help).

	Motivation	Ability
Personal	1	2
Social	3	4
Structural	5	6

Describe the Gap

Write your opening sentences in the space below, imagining the toughest case. Start with safety: share your good intentions. Share your path: start with the facts (what was expected versus observed) and share your tentative story (“I’m beginning to wonder if . . .”). End with a question.

Start with Safety (Share your good intentions.)

Share Your Path (Start with the facts and tentatively share your story.)

End with a Question

Make It Motivating

What are the negative natural consequences associated with the person’s existing behavior? What are the positive natural consequences associated with the desired behavior? (Identify both long- and short-term consequences in all three motivation sources. See the “Tips” on your Model card for help.)

Write three sentences that help make the invisible visible.

In what way might this problem link to the person’s existing pain?

Make It Easy

What ability barriers might be keeping the person from doing what is expected—or at least might be making it difficult to do what’s expected? What can you do in any of the ability sources to make it easy to solve the problem? Write your responses in the space below.

	Ability
Personal	2
Social	4
Structural	6

Stay Focused and Flexible

In what ways might the other person try to take you off topic?

What are some indications that the other person might be feeling unsafe?

List what you will do to stay focused (if that's the challenge) or make it safe (if that's going to be an issue).

SCRIPT

Take out a notepad and write out a sample of your crucial confrontation. Make it a challenge, but not impossible. Remember, if you're on your best behavior, the other person is likely to respond well.

PRACTICE

Now, practice stepping up to your crucial confrontation with your learning partner. Once again, make it a challenge, but not impossible.

STEP UP

You're ready; it's time to actually step up to the crucial confrontation you identified at the beginning of the training. After you've discussed this crucial topic with the other person, report back to your learning partner.

Participant Toolkit Restrictions

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