S.T.A.T.E.

SHARE YOUR FACTS I saw... I heard... I noticed...

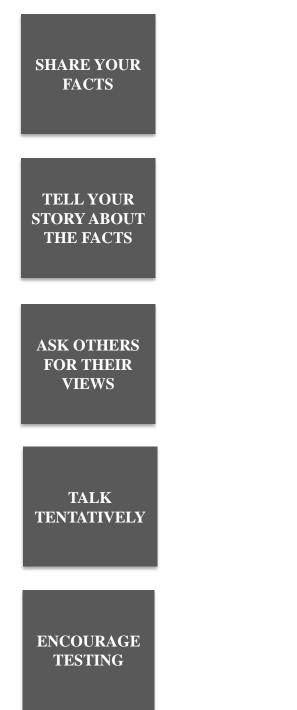
TELL YOUR STORY ABOUT THE FACTS I am starting to think It seems to me that... I am wondering if...

ASK OTHERS FOR THEIR VIEWS What am I missing? Can you help me understand? What happened?

TALK TENTATIVELY In my opinion... Maybe it would make more sense if... I believe what we should do is...

ENCOURAGE TESTING How does this look/sound from your perspective? If you see it differently, I would love to hear your view

S.T.A.T.E.



Adapted from Crucial Conversations, Paterson, Grenny, McMillan, and Switzler. McGraw Hill. 2012 2