

Crucial Conversations for Educational Leaders

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Unbundle with CPR

- C** ontent--A single instance of a problem
- P** attern--A reoccurring problem
- R** elationship--How the problem is affecting your working relationship--e.g., trust is suffering or competence is in question

S The **STATE** Skills
T hare your facts
A ll your story
T ask for others' paths
E alk tentatively
Encourage testing

- M** ake it safe
- A** pologize when appropriate
- C** onstrast to address misunderstandings
- C** reate mutual purpose

Explore Others' Paths--AMPP

Ask, Mirror, Paraphrase and Prime

Move to Action--Who, What, When

Who does what by when.

Conversations are the hardest when problems are the vaguest. Your brain can be your enemy. Remember to gather your facts, focus on the pattern, and never allow someone to put data in your brain that you cannot use (i.e., "Don't quote me on this." "This is confidential information.")

