Quick Reference Card for Crucial Conversations in Your School

crucial conversations



TOOLS FOR TALKING WHEN STAKES ARE HIGH

JOSEPH GRENNY • KERRY PATTERSON • RON McMILLAN
AL SWITZLER • EMILY GREGORY

ABOUT THIS TOOL

Crucial Conversations Quick Reference Card

THE COLLABORATIVE

Navigating challenging conversations well is a foundational skill for EdLeaders. We've created a quick reference card adapted from the book Crucial Conversations to remind yourself and your team the best way to frame a crucial conversation. Below you'll find instructions for two printing pathways: professional printing or in-house printing.

Option 1 Instructions: Professional Print Shop

Recommended for best quality finish.

Download the professional print-ready files here.

Finished Size:
5" x 7"

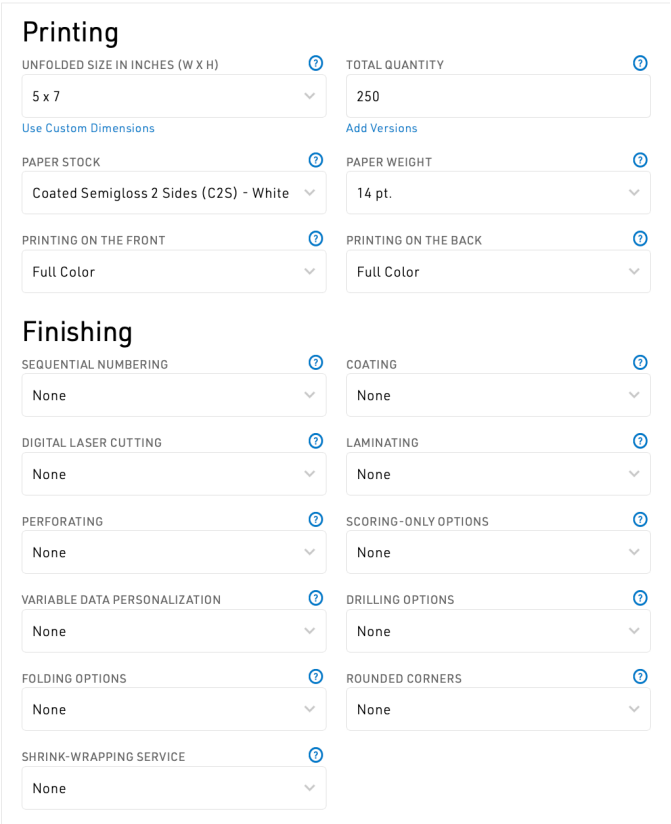
Bleed:
0.125" on all sides (included in file)

Color:
Full color (CMYK)

Design:
You'll upload two designs: the front .pdf and the back .pdf.

Paper Recommendation:
100lb cover stock or 14pt. (recommended)
Coated white paper (gloss both sides)

Here are the selections for Rack Cards at smartpress.com:
Other printer's option may vary slightly.



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Option 2 Instructions: Print at Your School

If printing internally:

Paper Recommendation:
Print on 8.5" x 11" white cardstock
80-100lb cover recommended. If your printer does not handle heavy cover stock well, 65-80lb cardstock will also work.

Print Settings:
Use *Actual Size* or *100% Scale*

Trim:
Trim along the crop marks provided.

Design:
The designs for the front and back of the card are on the following pages.

SELF-PRINT DESIGN FRONT

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S

Share your facts.

- Remember these are *your* facts, not *the* facts.

T

Tell your story.

- Explain what you are beginning to conclude without "piling" it on.

A

Ask for others' paths.

- How do you see it?
- What is your perspective?
- Can you help me understand?

T

Talk tentatively.

- In my opinion...
- I believe...
- I am unsure this will work...

E

Encourage testing.

- Make it safe for others to express differing or even opposing views.

Some conversations are hard because the stakes are high and the message is hard to hear. The acronym, STATE, helps you share a sensitive view without putting the other person on the defensive.

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