



Mastering Critical Conversations

Dwight Mason

Three New Realities for a First-Time Manager or Leader:

- You have a different _____.
- You have different _____.
- You have a different level of _____.

“Becoming a first-time manager is a defining moment in time, and if met with the right approach can certainly change the trajectory of your career,” said Kate Harmon, Retail Learning and Development Manager at Washington Trust Bank. “I believe the key is in taking your relationships a step deeper and earning trust as a respected leader.”

Four Types of Critical Conversations:

1. _____ Conversation

Question: *What am I supposed to be doing?*

4 Steps:

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

2. _____ Conversation

Question: *Did I do it right?*

Effective employee recognition is mostly art, not science.

Tips for giving recognition:

- Don't _____.
- Be _____.
- Be _____.
- Save constructive _____ for later.
- Go _____.
- Be _____.
- Strike a _____.

3. _____ Conversation

Question: *Am I doing something wrong?*

Keys to effective redirection are . . .

- Be _____
- Be _____
- Be _____

- Be _____

- Be _____

4. _____ Conversation:

Question: *Did it matter and what did we learn?*

- Celebrate _____

- _____

What did we set out to do?

What actually happened?

Why did this happen?

What will we do next time?

What should we continue to do?

What should we do differently?

Four Ways to Make Your Discussions More Effective:

1. Listen to _____.

2. Inquire for _____.

3. Tell your _____.

4. Express _____.