

# Crucial Conversations Framework

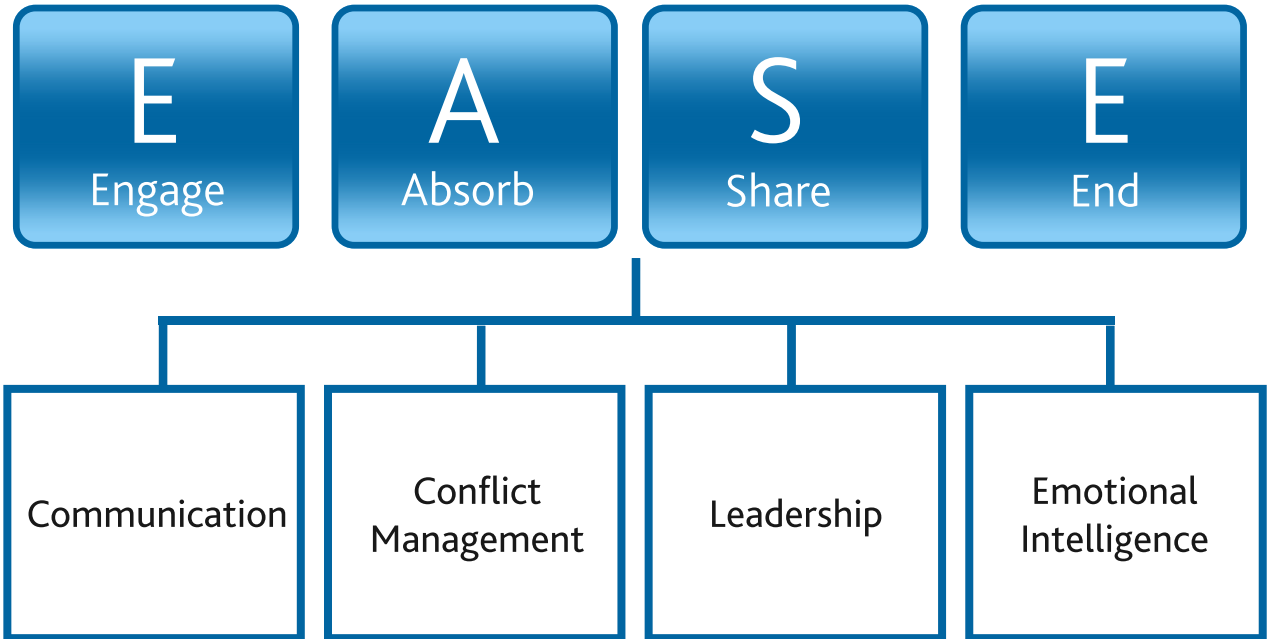
## PLAN

- Purpose
- Consult Commissioner
- Goals
- Consequences

## REVIEW

- Action Plan
- Measures of Success
- Follow-up

## DO: The Conversation



The Crucial Conversations framework is meant to “ease” you through any conversation you deem difficult. It’s not a script or a series of steps you have to memorize. Rather, it’s a flexible approach that will help you deal with a difficult situation in an organized way.

**PLAN:** The framework starts off with pre-work to help you determine if you should have the conversation, consult with your Commissioner, set goals, and determine a strategy.

**DO:** The actual conversation can be run using the EASE model.

**REVIEW:** Once the conversation has taken place, an action plan should be put in place with measures of success as well as a follow-up meeting.

# Crucial Conversations Framework - The EASE Model

## ENGAGE

START THE CONVERSATION OFF RIGHT BY ENGAGING THE SCOUTER.

### *Your Approach:*

- ☐ Use the information you collected during your pre-work, PLAN phase to help set the context.
- ☐ Meet in a private setting.
- ☐ Adhere to confidentiality, privacy, and discrimination policies at all times.
- ☐ Deliver your message in a calm and professional manner.
- ☐ Explanations should be concise.
- ☐ Focus on the behaviour as identified in the pre-work, and not the assumed intent.

## ABSORB

ONCE YOU HAVE ENGAGED THE SCOUTER, LET THEM SHARE THEIR OPINION AND ABSORB WHAT THEY HAVE TO SAY.

### *Your Approach:*

- ☐ Let the Scouter speak. DON'T INTERRUPT.
- ☐ Ask them to share their perspective/story/point of view.
- ☐ Avoid jumping in with your own opinion.
- ☐ Actively listen to the message.
- ☐ Listen for commonalities in their story regarding the issues.
- ☐ Ask clarifying questions.
- ☐ Do not assume intent.

## SHARE

USE THE KNOWLEDGE THAT YOU HAVE ABSORBED TO SHARE YOUR RESPONSE TO THE INDIVIDUAL'S PERSPECTIVE.

### *Your Approach:*

- ☐ Share the impact of the behaviour.
- ☐ Adjust your response based on emotional state.
- ☐ Allow them to share their own reaction.
- ☐ Give time and space for responses.
- ☐ Use "I" statements when discussing emotions.

## END

WRAP UP THE CONVERSATION TO PROVIDE CLOSURE ON THE ISSUE.

### *Your Approach:*

- ☐ Work with the Scouter to develop a solution and alternatives.
- ☐ Continue to ask meaningful questions.
- ☐ Document a summary of the discussion and agreed upon actions.
- ☐ Share the summary with the Scouter.
- ☐ Book a follow-up meeting after the conversation.