

EXPLORE OTHERS' PATHS



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Directions:

1. Read through this packet individually.
2. Discuss content as a group.
3. Write or draw a summary of the content on your chart paper.
4. Make a plan to present your topic to the full group. For example,
 - Who will present?
 - How will you engage all team members?
 - How can you make your presentation engaging for the audience?

Explore Others' Paths

When you notice the person slipping into silence or aggression:

- Ask
- Mirror
- Paraphrase
- Prime



Source: *Crucial Conversations: Tools for Talking When Stakes Are High* by Patterson, Grenny, McMillian, Switzler



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- So, what if you are in the middle of a crucial conversation, and you notice the person is starting to shut down or get emotional? You need to Explore their Path and really listen! Ultimately, it will help you stay in conversation if you can encourage the other person to share how their emotions, thoughts, and experiences led to their actions, and then try to move them back to their facts. What did they actually observe? Exploring this can help you move towards the root causes of their feelings and reactions.
- Four listening tools can help make this process more natural. They are:
 - *Ask*. Begin by inviting the colleague to share the source of the problem. A common question here is “What’s going on?”
 - *Mirror*. Mirroring is often used when a colleague’s words do not match his or her body language or tone of voice. In mirroring, you notice and describe the disconnect between the two. The goal of this listening tool is to get the colleague to talk about the situation rather than act on emotions. It is important that your tone of voice and body language demonstrate to your colleague that you notice and accept their feelings.

Remember to stay calm and don't act upset. You must communicate that you want to talk through any issues in order to strengthen the relationship and increase mutual understanding. For example, say "You say you're fine with this decision, but your tone of voice sounds upset."

- *Paraphrase*. Another option is to paraphrase. Effective paraphrasing clarifies, conveys empathy, identifies underlying values or concerns, summarizes, and shifts thinking. In paraphrasing, you repeat the colleague's statements in your own words. You could begin a paraphrase statement by saying, "Let me summarize what I think you just said."
- *Prime*. Priming is done when you think the colleague is still holding something back, but you feel like you can coax him or her to share. In priming, you present a best guess of what you believe the colleague is thinking or feeling. Use this only if nothing else seems to be working. It requires a risky leap of faith in hopes that colleagues will open up. To prime, you may start by saying "I can imagine you might be feeling _____."