

LEARN TO LOOK



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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?

Learn to Look

Learn to look for:

- When a conversation becomes crucial
- Signs of silence
- Signs of aggression
- Your own style under stress



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



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- So how do you notice when safety is at risk? Simple—you need to Learn to Look for it!
- Often times, a conversation has become crucial because we either missed or misinterpreted the warning signs. Learning to Look is all about noticing safety concerns earlier so that communication starts sooner, ultimately lowering risk.
- Start looking for early signs of silence—shutting down, avoiding, etc.—and early signs of aggression—defensiveness, attacking others' ideas, aggression, etc.
- In addition, stay in tune with your own style under stress. Are you noticing a change in your own behavior? Are you leaning towards silence or aggression?
- By paying closer attention to how you and others are acting and feeling, you may catch difficult conversations early, or even better, before they turn crucial!