

STATE FRAMEWORK



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?

STATE: A Tool to Lead the Conversation



- W Share your facts. (I noticed...)
- H Tell your story. (It made me think...)
- A Ask for others' path. (What is your take?..)
- H Talk tentatively. (Perhaps; In my opinion...)
- O Encourage testing. (Would love to hear your thoughts...)
- W

Source: Patterson, Kerry, Grenny, Joseph, McMillan, Ron. *Crucial Conversations: Tools for Talking When Stakes Are High*. New York: McGraw-Hill.

- This is the STATE framework for leading effective conversations, from the book *Crucial Conversations*.
- The first 3 steps will remind you **what** to say and how to structure the conversation chronologically:
 - S: Start by sharing the facts you have, and only the facts. Start with something like: I noticed.... I observed... From our example, it could be “I noticed that you haven’t been turning in your assessment data and notes on Fridays.”
 - T: Then tell your story—what did the facts lead you to believe? A sentence starter would be: It made me think... From our example, you could say “It made me think that you don’t feel the information is an important part of us working together to monitor student progress.”
 - A: Next, ask for their path. Open up to their point of view. Some sentence starters could be: What is your take?...How did you see it?...What happened in your point of view?
- The last 2 letters of the acronym stress **how** to say it. These items should be present throughout the entire conversation.
 - T: Always talk tentatively. You do not need to weaken your point, but make sure you don’t just state it as fact. For example, “Perhaps it isn’t clear why I’m asking you to complete the data analysis and notes?”

- E: Encourage testing. If the other person is reluctant or afraid to share her point of view, encourage her by showing that you truly need the feedback. Sentence starters could include: I would love to hear your thoughts... Help me see what I do not see... I don't pretend to hold the truth so please help me..." From our example, "I'd really like to better understand your perspective. Why do you think you haven't completed the task in the past three weeks?"
- The best way to internalize this method is to practice!