**CRUCIAL CONVERSATIONS MODEL**

**BEFORE**

**WORK ON ME FIRST**
- Get Unstuck
- Start with Heart
- Master My Stories

**DURING**

- **MY MEANING**
  - STATE My Path
- **THEIR MEANING**
  - Learn to Look
  - Make It Safe
  - Explore Others’ Paths

**POOL of SHARED MEANING**

**VIOLENCE**

**SAFETY**

**SILENCE**

**AFTER**

**MOVE TO ACTION**
- Who does What by When
- Follow up