

# Crescendo Connect Conversation - November 12, 2013

Presented by: Mary Ann Djonne, Leadership Development Consultant, Mayo Clinic

	<p>Dial in Information:</p> <ul style="list-style-type: none"><li>• Tel: 1-267-507-0240</li><li>• Passcode: 657872</li><li>• Screenshare: <a href="http://screenleap.com/crescendoinc">screenleap.com/crescendoinc</a></li></ul> <p>Materials for call:</p> <ul style="list-style-type: none"><li>• Slides Handout</li></ul> <p>Call Etiquette:</p> <ul style="list-style-type: none"><li>• To mute/unmute, PRESS 4*</li><li>• To ask a question, PRESS 5*.</li></ul> <p>Thank you!</p>	<h2>Emotional Intelligence and Crucial Conversations®</h2>
	<p><b>CRESCENDO CONNECT CONVERSATION</b></p> <p>PRESENTED BY: MARY ANN DJONNE, LEARNING &amp; DEVELOPMENT CONSULTANT MAYO CLINIC, LEADERSHIP &amp; ORGANIZATION DEVELOPMENT NOVEMBER 12, 2013</p>	

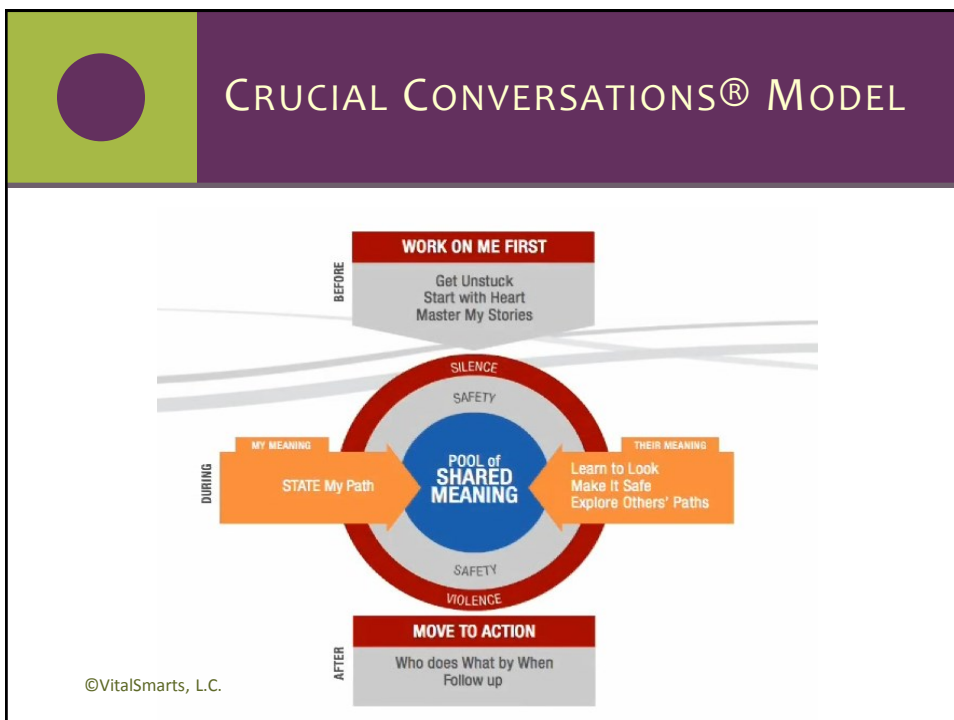
	<h2>CRUCIAL CONVERSATIONS®</h2>	
		

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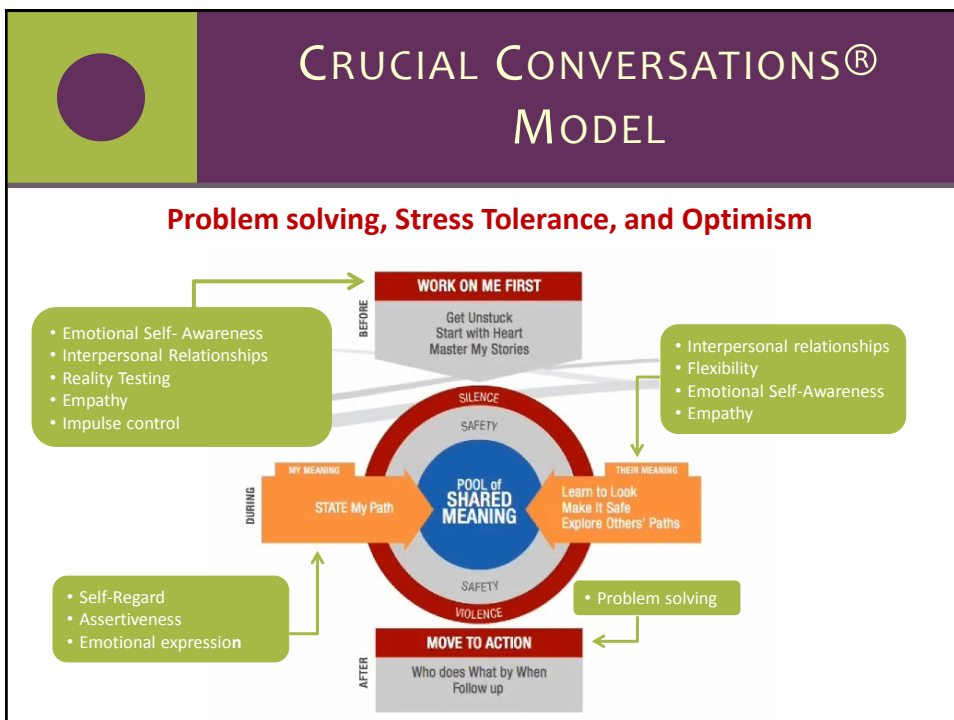
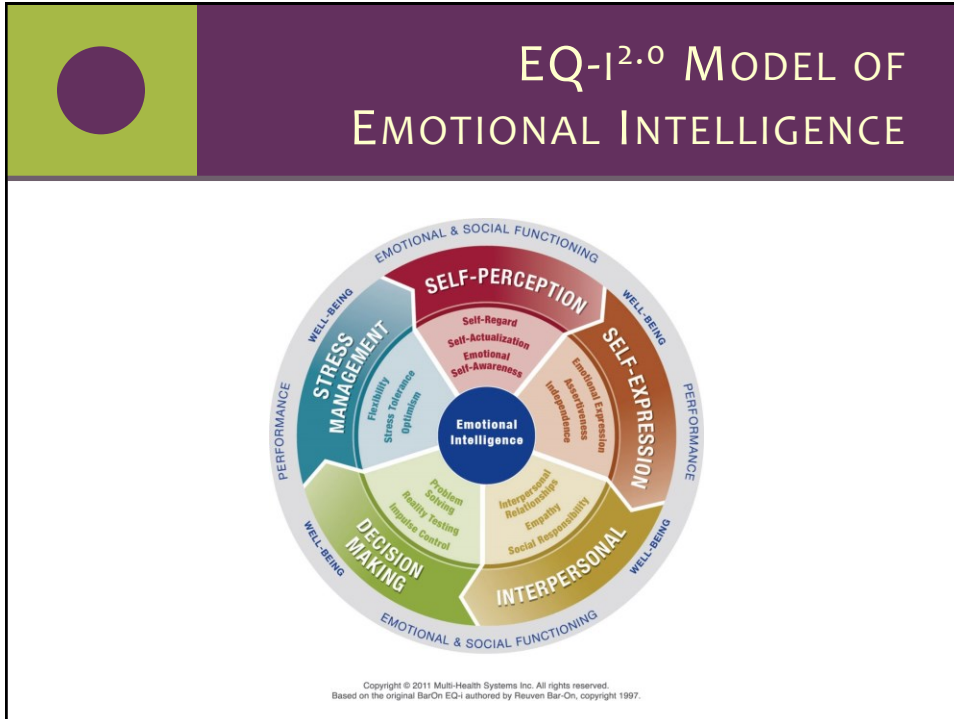
## WHAT IS A CRUCIAL CONVERSATION?

- High stakes
- Strong emotions
- Opposing opinions




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## START WITH HEART

EMOTIONAL SELF AWARENESS AND INTERPERSONAL RELATIONSHIPS

- ⊙ How am I contributing to the problem?
- ⊙ Identify a healthy motive:  
*“What do I really want for myself, the other person, and our relationship?”*

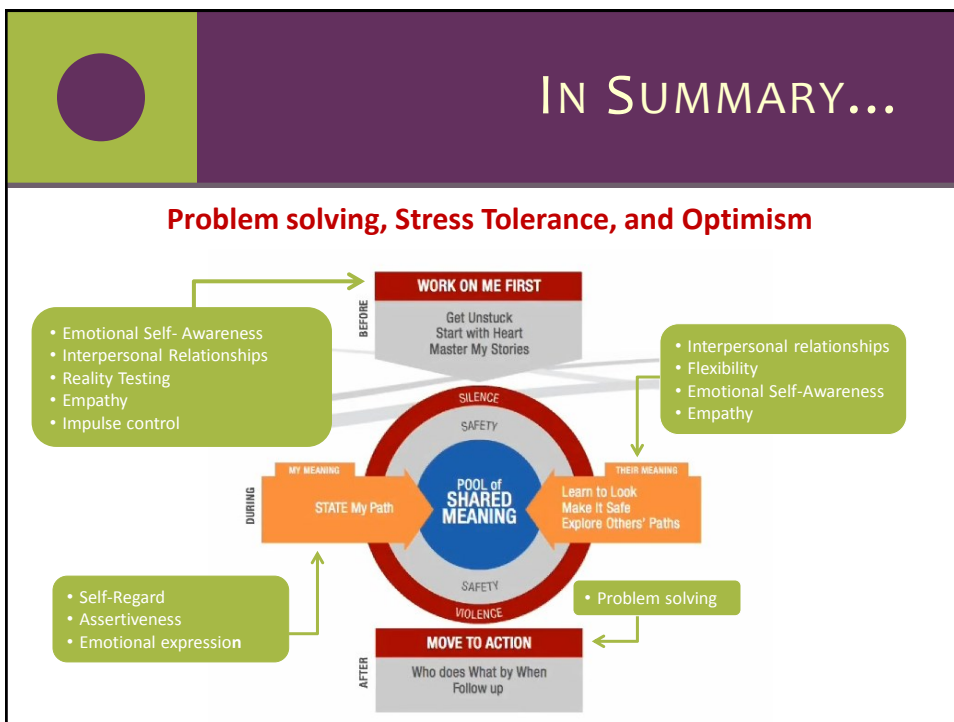
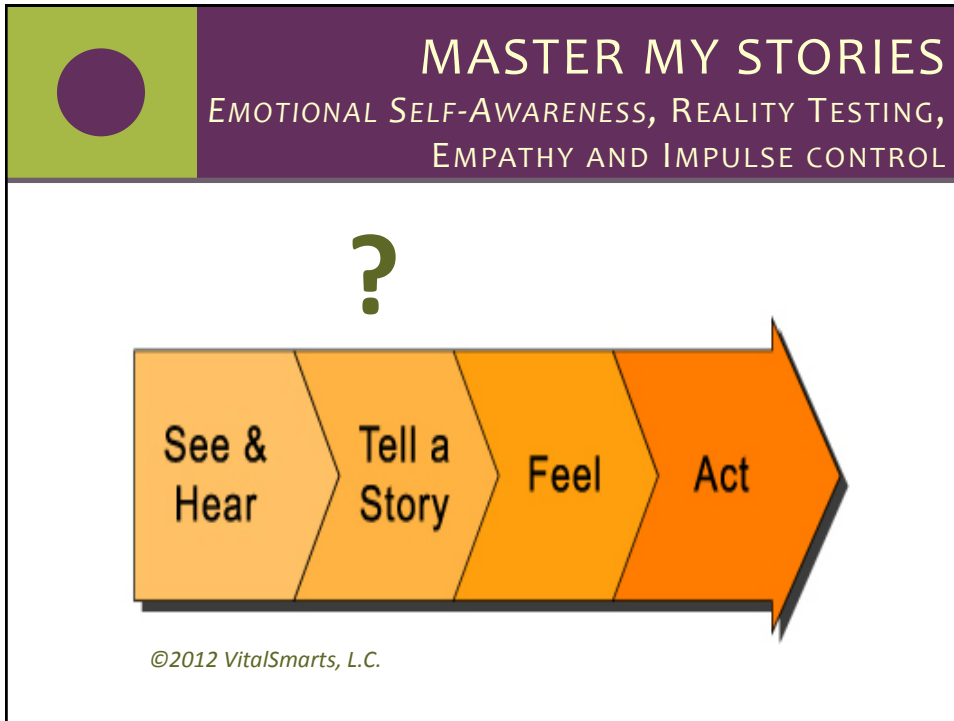


## AWWWWWW.....



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## STARTING POINTS WHEN COACHING FOR CONFLICT

- ⊙ Get behind the emotions
- ⊙ Explore the individual's ownership
- ⊙ Identify a healthy motive

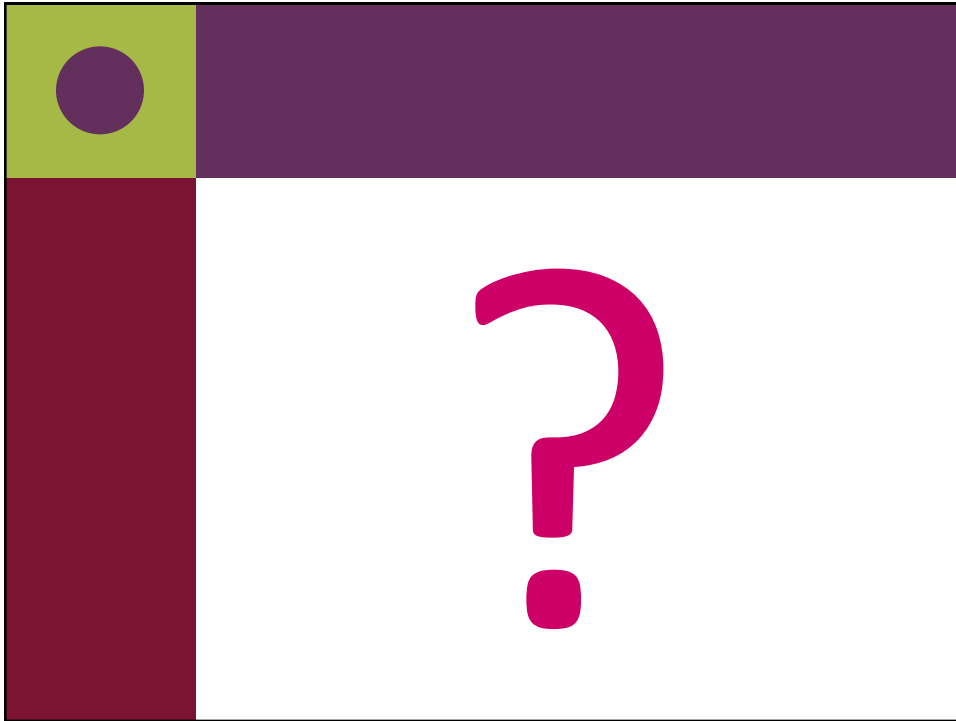


## RESOURCES:

- ⊙ Patterson & Grenny et al. *Crucial Conversations: Tools for Talking When the Stakes are High*. McGraw Hill, 2012.
- ⊙ Patterson & Grenny et al. *Crucial Accountability: Tools for Resolving Violated ExOpectations, Broken Commitments, and Bad Behavior*. McGraw Hill, 2013.
- ⊙ VitalSmarts.com

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## WHAT'S NEXT?

- ⊙ **Crescendo Connect Conversations**
  - ⊙ January 2014 – My Personal Brand - Making the EI Connection
- ⊙ **Leading with Emotional Intelligence**
  - ⊙ December 11 (Minneapolis)
- ⊙ **EQ-i<sup>2.0</sup>/EQ360 Certification**
  - ⊙ March 4, 11, 18 & 25 (Virtual Training)

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THANK YOU!