

Crucial Conversations: Tools for Talking When Stakes are High

by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

A printable to-do list of the most effective habits from this book. Check one off each day you do it.

MON TUE WED THU FRI SAT SUN

☐ ⁰¹ **Write your real aim** ☐ ☐ ☐ ☐ ☐ ☐ ☐

Before the conversation, write what you want for yourself, the other person, and the relationship.

MON TUE WED THU FRI SAT SUN

☐ ⁰² **List facts only** ☐ ☐ ☐ ☐ ☐ ☐ ☐

Write three observable facts without conclusions, labels, or motives.

MON TUE WED THU FRI SAT SUN

☐ ⁰³ **Prepare a safety phrase** ☐ ☐ ☐ ☐ ☐ ☐ ☐

Create one sentence that restores mutual purpose or respect if defensiveness rises.

MON TUE WED THU FRI SAT SUN

☐ ⁰⁴ **Define the decision** ☐ ☐ ☐ ☐ ☐ ☐ ☐

Clarify whether the conversation is for input, agreement, repair, or action.

MON TUE WED THU FRI SAT SUN

☐ ⁰⁵ **Ask before arguing** ☐ ☐ ☐ ☐ ☐ ☐ ☐

Invite the other person's view before making your strongest point.

MON TUE WED THU FRI SAT SUN

☐ ⁰⁶ **Separate story from fact** ☐ ☐ ☐ ☐ ☐ ☐ ☐

When upset, say the fact first and your interpretation second.

MON TUE WED THU FRI SAT SUN

☐ ⁰⁷ **End with ownership** ☐ ☐ ☐ ☐ ☐ ☐ ☐

Close one hard conversation with who will do what by when.