



SDG&E/MESA Civic Leadership Program
Leadership Training for Crucial Conversations



Personal Reaction & Reflection Form

NAME: _____ MAJOR: _____

Before getting started:

1. In your opinion, what does it take for a leader to master crucial conversations?

Reflections about Step #1: Start with Heart - How to Stay Focused on What You Really Want

2. In your opinion, why is it important to start with the heart?

3. What strategies can you take to stay focused on what you really want?

Reflections about Step #2: Learn to Look - How to Notice When Safety Is at Risk

4. In your opinion, why is it important to learn to look?

5. What strategies can you take to notice when safety is at risk?

Reflections about Step #3: Make It Safe - How to Make It Safe to Talk about Almost Anything

6. In your opinion, why is it important to make it safe?

7. What strategies can you take to make it safe to talk about almost anything?

Reflections about Step #4: Master My Stories - How to Stay in Dialogue When You're Angry, Scared, or Hurt

8. In your opinion, why is it important to master my stories?

9. What strategies can you take to stay in dialogue when you're angry, scared or hurt?

Reflections about Step #5: STATE My Path - How to Speak Persuasively, Not Abrasively

10. In your opinion, why is it important to state your path?

11. What strategies can you take to speak persuasively, not abrasively?

Reflections about Step #6: Explore Others' Paths - How to Listen When Others Blow Up or Clam Up

12. In your opinion, why is it important to explore other's paths?

13. What strategies can you take to listen when others blow up or clam up?

Reflections about Step #7: Move to Action - How to Turn Crucial Conversations into Action and Results

14. In your opinion, why is it important to move to action?

15. What strategies can you take to turn crucial conversations into action and results?



Final Reflections:

16. On a scale from 1 (Poor) to 5 (Outstanding), please rate the quality of this training on "mastering crucial conversations":

1 2 3 4 5

17. What is the most important thing you learned about "mastering crucial conversations"?
