THE TEAM TRAINING INSTITUTE

CRUCIAL CONVERSATIONS

Hard Reality of Dentistry

- The suicide rate of dentists is more than twice the rate of the general population and almost three times higher than that of other white collar workers.
- Emotional illness ranks third in order of frequency of health problems amongst dentists, while in the general population it ranks tenth.
- Coronary disease and high blood pressure are over 25% more prevalent among dentists than in the general population.
- The #1 killer of dentists is stress-related cardiovascular disease.

How Dentists Manage Stress

- Physical Exercise
- Alcohol
- Drugs or Medication
- Avoidance - can lead to depression and burnout

Stress vs. Anxiety

Stress is generally a response to an *external* cause, such as a big test or an argument with a friend. Anxiety is generally *internal*, meaning it's your reaction to stress.

Crucial Conversations help us reduce the stressors that we can control.

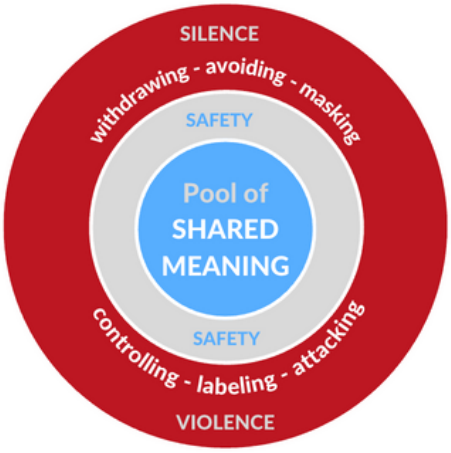
Crucial Conversation is a discussion between 2 or more people that includes:

- Varied Opions
- Strong Emotions
- High Stakes

Describe a recent crucial conversation from your personal or professional life.

Recognize Signs a Conversation is Turning Crucial

- Content and Conditions (behavioral signals and emotions)
- Safety Problems (silence and violence)
- Your Own Style and Behavior in Stressful Situations



THE TEAM
TRAINING INSTITUTE

CRUCIAL CONVERSATIONS

STEP	QUESTIONS	RESPONSES
Get Unstuck		
Conversation Identification	What is the conversation I am not holding or not holding well?	
Actions	How might I be acting out this situation?	
Core Concern	What is at the heart of my concern? (one or two sentences)	
Usual Style	What is my usual style with this person in a similar situation (silence or violence)?	
Mutual Purpose	What is our mutual purpose? (Are we willing to create one?)	
Immediate Action	What should I do right now to move toward what I want?	
Move to Action		
Actions and Follow-Up	Document who does what by when. Follow up on actions to ensure accountability.	