



crucial
conversations®

A PERSONAL SUCCESS STORY

Discovering What You Really Want

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and ask myself,
“What do I really want?”

—**Michele Wilson**, Dayton, OH

My husband and I recently made the decision to move our family to a different community so our children could go to school with kids who lived near them. At that time, we were living in the city and our kids were going to a private school. Their classmates were from many different parts of the city and it was impossible for them to have relationships with their peers. It was also difficult for us as parents, because we were not developing relationships with the other parents.

We had seen at least a dozen houses when I found a house I loved. We looked at the house twice, but while I thought it was perfect my husband was not convinced. He didn't like the layout of the house and felt it would require more work than it was worth. So we continued to look.

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—Michele Wilson

One night as I was driving home after teaching a Crucial Conversations Training course, I got a call from our realtor. She informed me that the current owners of the house were making a reverse offer and that they were willing to pay all closing costs as well.

Even though I had just taught the Crucial Conversations skills, I did not immediately apply them. Instead, I walked in the door armed with this new information, and told my husband about the offer. I was surprised he didn't share my enthusiasm, and for the next hour we debated as I tried to convince him that we should buy the house.

While I shared many reasons we should buy the house, he continued listing all of his reasons why this was not the house for us. We were completely divided on the matter and spent the better part of the conversation rallying for our respective arguments without taking time to consider the other person's point of view. After that hour, we were exhausted from a tense discussion that was ultimately damaging our relationship.

During a long silence in our conversation I paused and asked myself: “What am I acting like I want?” and, “What do I really want?” I was acting like I wanted to win this argument at all costs and buy the house I loved, but what I really wanted was to move my family into a community with good

schools so my children could learn with their friends. I wanted a home my whole family loved, not just the house Mom liked. I turned to my husband, told him what I really wanted, and asked him, “So you really don't like this house?”

He again listed the reasons why, and this time I listened. We called the realtor and told her we would not be accepting the offer. Several months later, we found a house that we both loved, and were both confident it was the right house for our family. In addition, my relationship with my husband and my family has greatly improved because, in the middle of a difficult and crucial conversation, I was willing to stop and ask myself, “What do I really want?”

About Crucial Conversations

Whenever you're not getting the results you're looking for, it's likely that a crucial conversation is keeping you stuck. Whether it's a problem with poor quality, slow time-to-market, declining customer satisfaction, or a strained relationship, if you can't talk honestly, you can expect poor results.

This award-winning training infuses classroom time with original video clips and examples. Course pacing is active and engaging, with structured rehearsals and intense class participation. The Crucial Conversations course delivers a powerful set of influence tools that builds teams, enriches relationships, and improves end results. Participants acquire the skills that help them step up to and handle high-stakes issues.