

TIPS for IMPROVING FAMILY GATHERINGS

- **Work on me first.** To help soften judgments, ask yourself, “Why would a reasonable, rational and decent person do what they’re doing?”
- **Make it safe.** When confronting bad behavior, first help the other person know you care about his or her interests.
- **Just the facts.** Start with the facts and strip out accusatory, judgmental, and inflammatory language.
- **Tentatively share concerns.** Having laid out the facts, tell the other person why you’re concerned, but don’t do it as an accusation—share it as an opinion.
- **Invite dialogue.** After sharing your concerns, encourage the other person to share his or hers—even if he or she disagrees with you. One of the best ways to persuade others is to listen to them.

ABOUT THE RESEARCH. The study collected responses via an online survey of 706 individuals in July of 2009. Margin of error is approximately 3%.

LEARN NEW SKILLS. To learn how Crucial Conversations® Training can help you improve your family gatherings, visit www.vitalSMARTSindia.com or call 1800-1021-345.

According to our study of more than 700 people, **four out of five people have attended a “miserable” family gathering.** In fact, more than half of respondents expect upcoming family gatherings to be spoiled by one of these common bad behaviors:

- 1) Bad attitudes and grumpy relatives
- 2) “Cold wars” between relatives who dislike and avoid one another
- 3) Conflict between relatives who don’t get along

However, despite relatives’ persistent bad behavior, fewer than one in ten people step up to and try to solve the problems. And when they do speak up, they don’t speak up to the person at the root of the problem. Instead, half of the vocal respondents either complain to their spouse or vent to a relative they know will agree with them, while 13 percent talk to everyone *except* the person at the root of the problem.

According to the research, whether you desire or dread your next family gathering is not determined by how likely you think family problems are to occur; rather, it’s determined by whether or not you think you can solve problems when they do occur. Specifically, nine out of ten people who are skilled at holding crucial conversations enjoy their family gatherings despite the unruly behavior of their relatives.

About VitalSmarts—An innovator in corporate training and organizational performance, VitalSmarts is home to multiple training offerings, including Crucial Conversations, Crucial Confrontations, Influencer, and Change Anything Training. Each course improves key organizational outcomes by focusing on high-leverage skills and strategies. The Company also has four *New York Times* bestselling books: *Change Anything*, *Crucial Conversations*, *Crucial Confrontations*, and *Influencer*. VitalSmarts has been ranked by Inc. magazine as one of the fastest-growing companies in America for six consecutive years and has trained more than 650,000 people worldwide. www.vitalSMARTSindia.com

KEY RESULTS

80% have attended a “miserable” family gathering

The **90%** who are skilled at holding crucial conversations enjoy their family gatherings despite their unruly relatives’ behavior

Less than **10%** step up and try to solve problems

50% avoid conversations with their unruly relative, and instead, complain to a spouse or other relative

13% admit to talking to everyone except the person at the root of the problem