



## Crucial Conversations. FOR MASTERING DIALOGUE



# DIALOGUE IS THE DIFFERENCE

Whenever you're not getting the results you want, it's likely an important conversation either hasn't happened or hasn't been handled well. In fact, both individual and organizational success are largely determined by how quickly, directly, and effectively we speak up when it matters most. At the heart of healthy and high-performance organizations are people willing and able to hold Crucial Conversations.



### WHAT'S A CRUCIAL CONVERSATION?

A Crucial Conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. When conversations turn crucial, people tend to follow one of two ineffective paths: they either speak directly and abrasively to get the results they want but harm relationships, or they remain silent with the hope of preserving relationships only to sacrifice results.

But there's a better way. Crucial Conversations gives people the skills to step into disagreement—rather than over or around it—and turn disagreement into dialogue for improved relationships and results.

Crucial Conversations for Mastering Dialogue is an engaging classroom course rich with group discussion, real-time practice, and group support and coaching. Delivered in one or two days, this in-person course offers the best in traditional learning and development.



# Course Details

*The in-person experience of Crucial Conversations for Mastering Dialogue includes video-based instruction from Crucial Conversations experts, extensive in-class practice, group discussion, and personal reflection.*

## COURSE MATERIALS

Learner guide

Cue cards and model card

Copy of *Crucial Conversations: Tools for Talking When Stakes are High*

Course completion certificate

Six-week ongoing learning experience

## Day 1

### 9:00 a.m. LESSON 1: GET UNSTUCK

- Spot the conversations that are keeping you from what you want
- Choose the right conversation to get unstuck

### 10:45 a.m. LESSON 2: MASTER MY STORIES I

- Learn where emotions come from and how to change them
- Take responsibility for the emotions you bring to the conversation by owning your story

### 11:15 a.m. LESSON 3: MASTER MY STORIES II

- Eliminate negative stories that impede conversations and results

### 12:00 p.m. LUNCH

### 1:00 p.m. LESSON 3: MASTER MY STORIES II, CONT.

- Eliminate negative stories that impede conversations and results

### 1:30 p.m. LESSON 4: START WITH HEART

- Stay focused on what you really want
- Lay a foundation of good intent

### 2:30 p.m. LESSON 5: STATE MY PATH

- Speak honestly and respectfully
- Share tough messages in a way that invites others into the conversation

### 4:30 p.m. END OF DAY ONE



# Course Details

(continued)



## Day 2

### 9:00 a.m. LESSON 6: MAKE IT SAFE

- Take steps to rebuild safety when others get defensive
- Talk with almost anyone about almost anything

### 10:45 a.m. LESSON 7: LEARN TO LOOK

- Notice the signs that people are not in dialogue
- Identify and manage your own Style Under Stress

### 11:30 a.m. LESSON 8: SEEK MUTUAL PURPOSE

- Recognize when safety is at risk because you're at odds

### 12:00 p.m. LUNCH

### 1:00 p.m. LESSON 8: SEEK MUTUAL PURPOSE, CONT.

- Find common ground even when it seems impossible

### 2:00 p.m. LESSON 9: EXPLORE OTHERS' PATHS

- Actively listen to understand the meaning behind others' emotions and actions
- Respond productively when someone initiates a Crucial Conversation with you

### 4:00 p.m. LESSON 10: MOVE TO ACTION

- Move from healthy dialogue to taking action and achieving results

### 4:30 p.m. END OF TRAINING

### SIX-WEEK ONGOING LEARNING EXPERIENCE

- Retain learning and refine your skills
- Receive weekly email tips and prompts
- Watch videos on how to handle (and not handle) Crucial Conversations
- Read helpful articles from experts
- Access worksheets and job aids to help your daily application of the skills

