

# crucial conversations®



**TOOLS FOR TALKING WHEN STAKES ARE HIGH.**

## OUTCOMES

- Speak up even on tough issues.
- Build cooperation.
- Share ideas openly.
- Give feedback candidly.
- Resolve recurring problems.



- 2004 Top Training Product of the Year (by Human Resource Executive® Magazine)
- Bestseller Book (by BusinessWeek, The New York Times, Wall Street Journal, Amazon.com)

## GET UNSTUCK WITH BEST PRACTICE SKILLS FOR HIGH-STAKES INTERACTIONS

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 with nearly anybody about almost anything, you can expect poor results. Make crucial conversations skills your best practices and everything gets better.

Crucial Conversations teaches you how to achieve spirited dialogue at all levels in your organization; you'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement, and interpersonal communication.

Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person). Gain a skill that enable spirited dialogue and reduces deference and defiance. Begin stepping up to tough issues and sharing opinions, feelings, and information safely and freely.

Learn how to promote the best ideas, save time with fewer meetings, have less disagreement, and build more alignment with better decisions.

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Enjoy video-based instruction from the authors of *Crucial Conversations: Tools for Talking When Stakes are High*. Engage in extensive in-class practice, group participation, and personal reflection as you explore and master these crucial skills.

CONTENT	WHAT PARTICIPANTS LEARN
<b>Get Unstuck</b>	<ul style="list-style-type: none"> <li>Spot the conversations that are keeping you from what you want.</li> <li>Avoid moving to silence or violence during crucial conversations.</li> <li>Share facts, ideas, feelings, and opinions candidly and honestly.</li> <li>Discover how better information helps identify problems earlier and keeps them from getting out of hand.</li> </ul>
<b>Start with Heart</b>	<ul style="list-style-type: none"> <li>Stay focused on what you really want and maintain dialogue.</li> <li>Learn how to work on me first.</li> <li>Understand how motives change when conversations turn crucial.</li> </ul>
<b>Learn to Look</b>	<ul style="list-style-type: none"> <li>Spot the warning signs that indicate safety is at risk.</li> <li>Notice various forms of silence and violence.</li> <li>Take steps to rebuild safety and return to dialogue.</li> <li>Step out of a conversation and notice how to make it work.</li> <li>Identify your own Style Under Stress™ and manage it.</li> </ul>
<b>Make It Safe I</b>	<ul style="list-style-type: none"> <li>Talk about almost anything—without silence violence.</li> <li>Use specific skills to keep everyone sharing information.</li> </ul>
<b>Make It Safe II</b>	<ul style="list-style-type: none"> <li>Establish and maintain mutual purpose and mutual respect.</li> <li>Recognize when you're at cross-purpose.</li> </ul>
<b>Master My Stories I</b>	<ul style="list-style-type: none"> <li>Stay in dialogue when you're angry, scared, or hurt—"think" your way to the root cause of negative emotions.</li> <li>Discover your stories—how do you justify your behavior?</li> </ul>
<b>Master My Stories II</b>	<ul style="list-style-type: none"> <li>Eliminate Victim, Villain, and Helpless Stories, and improve your results.</li> </ul>
<b>STATE My Path</b>	<ul style="list-style-type: none"> <li>Speak persuasively, not abrasively.</li> <li>Get your meaning across even with potentially threatening messages.</li> <li>Share strong opinions without shutting down contrary views.</li> <li>State your mind while making it safe for others to do the same.</li> </ul>
<b>Explore Others' Paths</b>	<ul style="list-style-type: none"> <li>Use exploring skills to make it safe for others to speak up.</li> <li>Diffuse others' violence and eliminate silence.</li> <li>Encourage others to share issues they fear bringing up.</li> <li>Get safely to the meaning behind others' emotions.</li> </ul>
<b>Move to Action</b>	<ul style="list-style-type: none"> <li>Put <i>Crucial Conversations</i> principles and skills together.</li> <li>Move from healthy dialogue to taking action and achieving results.</li> </ul>

TOOLS FOR TALKING WHEN STAKES ARE HIGH.

PROGRAM SCHEDULE

**DAY 1**

8:00 a.m. - 8:30 a.m.

Registration

8:30 a.m. - 5:30 p.m.

Get Unstuck

Start With the Heart

Learn to Look

Make it Safe

Master My Stories

**DAY 2**

8:30 a.m. - 5:30 p.m.

State My Path

Explore Others' Path

Move to Action

Coffee Breaks: 10:15 - 10:30 a.m. and 3:00 - 3:15 p.m.

Lunch Break: 12:00 - 1:00 p.m.

For more information, contact

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