Crucial Conversations
FOR ACCOUNTABILITY



MANAGING PERFORMANCE IS MORE THAN A PROCESS—IT'S ABOUT PEOPLE

Sure, there are fancy software and tools to make performance management seamless and easy. But any manager who's struggled to close a significant performance gap or anyone who has ever walked out of an annual review feeling like they've just been processed rather than prioritized knows there's nothing easy about it. Deflated and disenchanted people don't improve, and neither do results.



In reality, performance management is about addressing your people's behavior routinely and consistently. It's about candidly coaching through challenges and holding people accountable for lapses in behavior. It's about identifying goals, fast-tracking careers, and in the process, improving your bottom line. These are communication skills—the difficult kind that may not come naturally, but when learned, mean the difference between managing people and managing process.

The good news is these accountability skills are replicable and learnable. **We're all just a few crucial skills away from learning how to manage people and performance daily and directly.**

Crucial Conversations for Accountability 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 Accountability includes video-based instruction from Crucial Conversations experts, extensive in-class practice, group discussion, and personal reflection to help maximize skill transference.

Day 1 (8.30-17.30)

LESSON 1: GET UNSTUCK

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

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

LESSON 3: MASTER MY STORIES II

- Eliminate negative stories that impede conversations and results

LUNCH

LESSON 3: MASTER MY STORIES II, CONT.

- Eliminate negative stories that impede conversations and results

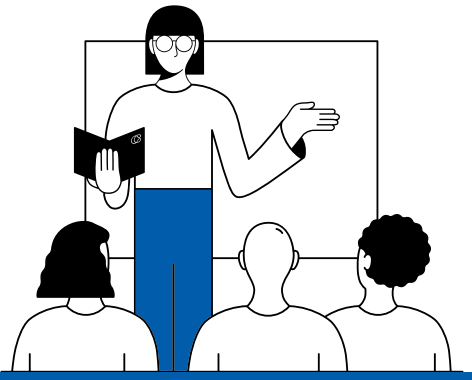
LESSON 4: START WITH HEART

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

LESSON 5: STATE MY PATH

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

END OF DAY ONE



Course Details

(continued)



What's the next step?

Contact us today to learn more.
Call 0 2728 0200
e-mail: info@pacrimgroup.com
visit pacrimgroup.com

Day 2 (8.30-17.30)

LESSON 6: MAKE IT SAFE

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

LESSON 7: DIAGNOSE

- Use the Six Sources of Influence to understand what's causing the gap

LUNCH

LESSON 7: DIAGNOSE, CONT.

- Use the Six Sources of Influence to understand what's causing the gap

LESSON 8: MAKE IT EASY

- Don't lead with your ideas; start by asking others
- Brainstorm ways to overcome others' ability barriers in key areas (personal, social, and structural influences)

LESSON 9: MAKE IT MOTIVATING

- Motivate others using natural consequences rather than power
- Make unseen or forgotten consequences more visible
- Use the skills to help good performers become great

LESSON 10: MOVE TO ACTION

- Move from healthy dialogue to taking action and achieving results

END OF COURSE

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