

Crucial Conversations® Training Course Details

Crucial Conversations Training infuses fourteen hours of classroom time with more than 120 original video clips of “before and after” situations. 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.

Day One		
7:30 A.M.	continental breakfast	
8:00 A.M.	Lesson One: Get Unstuck	<ul style="list-style-type: none"> Spot the conversations that are keeping you from what you want. Avoid moving to silence or violence during crucial conversations. Share facts, ideas, feelings, and opinions candidly and honestly. Discover how better information helps identify problems earlier and keeps them from getting out of hand.
10:15 A.M.	break	
10:30 A.M.	Lesson Two: Start with Heart	<ul style="list-style-type: none"> Stay focused on what you really want and maintain dialogue. Learn how to work on me first. Understand how motives change when conversations turn crucial.
12:00 P.M.	lunch	
1:00 P.M.	Lesson Three: Learn to Look	<ul style="list-style-type: none"> Spot the warning signs that indicate safety is at risk. Notice various forms of silence and violence. Take steps to rebuild safety and return to dialogue. Step out of a conversation and notice how to make it work. Identify your own Style Under Stress™ and manage it.
	Lesson Four: Make It Safe I	<ul style="list-style-type: none"> Talk about almost anything—without silence violence. Use specific skills to keep everyone sharing information.
3:15 P.M.	break	
3:30 P.M.	Lesson Five: Make It Safe II	<ul style="list-style-type: none"> Establish and maintain mutual purpose and mutual respect. Recognize when you’re at cross-purpose.
5:00 P.M.	end of day one	

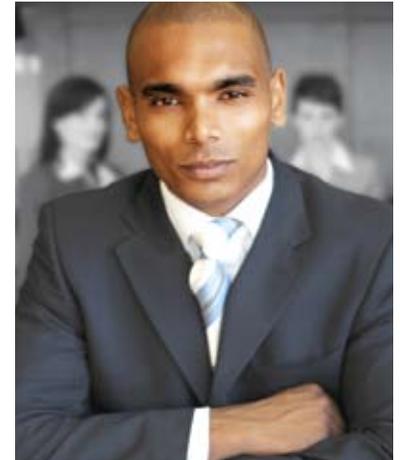
Day Two		
7:30 A.M.	continental breakfast	
8:00 A.M.	Lesson Six: Master My Stories I	<ul style="list-style-type: none"> Stay in dialogue when you’re angry, scared, or hurt—“think” your way to the root cause of negative emotions. Discover your stories—how do you justify your behavior?
10:15 A.M.	break	
10:30 A.M.	Lesson Seven: Master My Stories II	<ul style="list-style-type: none"> Eliminate Victim, Villain, and Helpless Stories, and improve your results.
	Lesson Eight: STATE My Path	<ul style="list-style-type: none"> Speak persuasively, not abrasively. Get your meaning across even with potentially threatening messages. Share strong opinions without shutting down contrary views. State your mind while making it safe for others to do the same.
12:00 P.M.	lunch	
1:00 P.M.	Lesson Nine: Explore Others’ Paths	<ul style="list-style-type: none"> Use exploring skills to make it safe for others to speak up. Diffuse others’ violence and eliminate silence. Encourage others to share issues they fear bringing up. Get safely to the meaning behind others’ emotions.
3:15 P.M.	break	
3:30 P.M.	Lesson Ten: Move to Action	<ul style="list-style-type: none"> Put Crucial Conversations principles and skills together. Move from healthy dialogue to taking action and achieving results.
5:00 P.M.	end of training	

If your team or organization struggles to deal effectively with difficult subjects, undercommunicates, or fails to act with unity and conviction, Crucial Conversations Training is for you. Call **1.800.449.5989** or visit us at www.vitalsmarts.com.

Trainer Certification

Use our trainer certification program and Trainer Suite to enable your trainers to offer the highest quality in-house training program available today.

We also advocate leader-led training as the most effective approach for helping employees acquire and retain new skills.



Participant Materials

- Crucial Conversations Participant Toolkit (224-page training workbook)
- Crucial Conversations Action Planner
- Contract cards and model cards
- A copy of *Crucial Conversations: Tools for Talking When Stakes are High*
- Crucial Conversations Audio Companion (6-CD set for strengthening Crucial Conversations skills)
- Certificate of completion
- A subscription to the Crucial Skills Newsletter, a weekly e-mail service
- A follow-up process that includes multiple Web resources (a self-scoring Style Under Stress self-assessment, video examples, downloads, and more)
- Access to our complete line of books, Audio Companions, and Web Seminars at www.vitalsmarts.com



VitalSmarts™
www.vitalsmarts.com 800.449.5989

© 2007 VitalSmarts. All Rights Reserved. VitalSmarts, the Vital head, Crucial, Crucial Skills, Style Under Stress, and Crucial Confrontations are trademarks and Crucial Conversations is a registered trademark of VitalSmarts, L.C.