



Sound Familiar?

A team suffers from passive aggression—a few team members are loud and overbearing, and shut others down. As a result, there is no way to guarantee the right information surfaces in any given planning session.

All teams—intact, leadership, and executive—face challenges. It's that simple. While the details may vary between industries and organizations, the cost is the same: when teams don't achieve the results they're after, the bottom line suffers.

Dig deep and you'll find that what keeps you stuck are conversations your team is not holding or not holding well. Crucial Conversations Training gives you the tools to have those conversations. The Crucial Conversations Lab is the solution that brings the team together to get real results.

What Is the Lab?

The Crucial Conversations Lab is a customized training and consulting option from VitalSmarts based on the award-winning Crucial Conversations Training course. The lab approach brings teams together and helps them reset the ground rules of team communication and problem solving, so they can more efficiently achieve and maintain results.

Get What You Really Need

- Receive **customized training** in high-leverage dialogue skills.
- **Start addressing the conversations** that are holding your team back.
- Get **real-time dialogue coaching** from an expert.

The Process

The lab is an intensive, research-based course that combines instruction and coaching in the skills of the award-winning Crucial Conversations Training. Here's how it works:

Phase 1	Phase 2
<ol style="list-style-type: none">1. A VitalSmarts Master Certified consultant interviews each team member to gain an understanding of the issues that are keeping the team stuck.2. The consultant customizes Crucial Conversations Training specifically for the team—with direct application to the team's issues.	<ol style="list-style-type: none">3. The consultant offers real-time coaching as discussions unfold during the training, allowing team members to improve their skills quickly.4. The consultant helps the team create an action plan around their unique issues and recommends follow-up actions.

What's the Next Step?

Talk to a VitalSmarts representative to see how you—and your team—can participate in the ultimate training experience and receive the benefits of a Crucial Conversations Lab. Call **1.800.449.5989** or visit us at www.vital-smarts.com.