

crucial  
conversations®

# Crucial Conversations

Tools for Talking when Stakes are High

Crucial Conversations **Drive the Results** that Matter Most

Learn the skills that have proven **significant improvement** on results in areas such as:

- ⇒ Productivity
- ⇒ Bottom Line
- ⇒ Quality
- ⇒ Teamwork
- ⇒ Safety
- ⇒ Employee Satisfaction

Crucial conversations (conversations where stakes are high, opinions vary, and emotions run strong) happen every day and impact all of our results, yet few people invest in the skills for holding them well.

Studies show that the inability to discuss a problem can be more destructive than the problem itself. Issues like poor productivity, declining quality, lack of teamwork, or strained relationships are often the effects of crucial conversations that aren't being held or aren't being held well.

Learn to step up to high stakes conversations skillfully and respectfully and begin to resolve the problems by.

- Surfacing the best ideas
- Making important decisions
- Act on decisions with unity and commitment

Contact us to **book this speech today!**

Based on the *New York Times* bestselling book *Crucial Conversations: Tools for Talking when Stakes are High*, with over one million copies sold, this presentation reflects over thirty years of research in the trenches of real organizations. Let Crucial Conversations skills help you achieve greater alignment, agreement, and productivity.

**Length:** 1 to 3 hours

**Audience:** General to Executive Level

