

Training Course Details

Crucial Conversations Training infuses fourteen hours of classroom time with more than 60 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.

THE CAPACITY TO MASTER
CRUCIAL CONVERSATIONS DOES
NOT SIMPLY PREDICT INDIVIDUAL
EFFECTIVENESS—IT IS ALSO ONE
OF THE MOST POTENT DRIVERS OF
ORGANIZATIONAL PERFORMANCE.

Kerry Patterson

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 +603 6211 6963/6964 or visit at www.crucialskills.my.

Day 1

9:00 a.m.	Lesson 1: 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.
	Lesson Two: Start with Heart	<ul style="list-style-type: none"> Identify your own Style Under Stress and manage it. Stay focused on what you really want and maintain dialogue. Understand how motives change when conversations turn crucial.
Break	10:30 - 10:45 a.m.	
	Lesson Three: Master My Stories	<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?
1:00 p.m.	Lunch	
2:00 p.m.	Lesson Three: Master My Stories, cont.	<ul style="list-style-type: none"> Eliminate Victim, Villain, and Helpless Stories, and improve your results.
	Break	
	Lesson Four: STATE My Path	<ul style="list-style-type: none"> Speak persuasively, not abrasively. Get your meaning across even with potentially threatening messages.
Break	3:30 - 3:45 p.m.	
3:45 p.m.	Lesson Four: STATE My Path, cont.	<ul style="list-style-type: none"> Share strong opinions without shutting down contrary views. State your mind while making it safe for others to do the same.
5:00 p.m.	End of Day One	

Day 2

9:00 a.m.	Lesson Five: 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. Step out of a conversation and notice how to make it work.
	Lesson Six: Make It Safe I	<ul style="list-style-type: none"> Take steps to rebuild safety and return to dialogue. Talk about almost anything—without silence or violence.
Break	10:30 - 10:45 a.m.	
10:45 a.m.	Lesson Six: Make It Safe I, cont.	<ul style="list-style-type: none"> Use specific skills to keep everyone sharing information.
1:00 p.m.	Lunch	
2:00 p.m.	Lesson Seven: 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.
	Lesson Eight: 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. Get safely to the meaning behind others' emotions.
Break	3:30 - 3:45 p.m.	
3:45 p.m.	Lesson Nine: 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	

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 (157-page training workbook)
- Cue cards and model card
- A copy of *Crucial Conversations: Tools for Talking When Stakes are High*, 2nd edition
- Crucial Conversations Audio Companion
- A course completion certificate