

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.

Agenda (2 Days)

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.
10:30 a.m.	<i>Break</i>	
	Lesson 2: Start with Heart	<ul style="list-style-type: none"> • Identify your own <i>Style Under Stress</i> and manage it. • Stay focused on what you really want and maintain dialogue. • Understand how motives change when conversations turn crucial.
12:00 – 1:00 PM	<i>Lunch</i>	
	Lesson 3: 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? • Eliminate Victim, Villain, and Helpless Stories, and improve your results.
	Lesson 4: STATE My Path	<ul style="list-style-type: none"> • Speak persuasively, not abrasively. • Get your meaning across even with potentially threatening messages.
2:45 p.m.	<i>Break</i>	
	Lesson 4: 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.	<i>End of Day One</i>	

Day 2

9:00 a.m.	Lesson 5: 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 6: 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.
10:30 a.m.	<i>Break</i>	
	Lesson 6: Make It Safe I, cont.	<ul style="list-style-type: none"> • Use specific skills to keep everyone sharing information.
12:00 – 1:00 p.m.	<i>Lunch</i>	
	Lesson 7: 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.
2:45 p.m.	<i>Break</i>	
	Lesson 8: Explore Other’s 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.
	Lesson 9: 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.	<i>End of Training</i>	