



## 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.

Lesson 1: Get Unstuck	<ul style="list-style-type: none"> <li>• Spot the conversations that are keeping you from what you want.</li> <li>• Avoid moving to silence or violence during crucial conversations.</li> <li>• Share facts, ideas, feelings, and opinions candidly and honestly.</li> </ul>
Lesson Two: Start with Heart	<ul style="list-style-type: none"> <li>• Identify your own Style Under Stress and manage it.</li> <li>• Stay focused on what you really want and maintain dialogue.</li> <li>• Understand how motives change when conversations turn crucial.</li> </ul>
Lesson Three: Master My Stories	<ul style="list-style-type: none"> <li>• Stay in dialogue when you’re angry, scared, or hurt—“think” your way to the root cause of negative emotions.</li> <li>• Discover your stories—how do you justify your behavior?</li> <li>• Eliminate Victim, Villain, and Helpless Stories, and improve your results.</li> </ul>
Lesson Four: STATE My Path	<ul style="list-style-type: none"> <li>• Speak persuasively, not abrasively.</li> <li>• Get your meaning across even with potentially threatening messages.</li> <li>• Share strong opinions without shutting down contrary views.</li> <li>• State your mind while making it safe for others to do the same</li> </ul>
Lesson Five: Learn to Look	<ul style="list-style-type: none"> <li>• Spot the warning signs that indicate safety is at risk.</li> <li>• Notice various forms of silence and violence.</li> <li>• Step out of a conversation and notice how to make it work.</li> </ul>
Lesson Six: Make It Safe I	<ul style="list-style-type: none"> <li>• Take steps to rebuild safety and return to dialogue.</li> <li>• Talk about almost anything—without silence violence.</li> <li>• Use specific skills to keep everyone sharing information.</li> </ul>
Lesson Seven: Make It Safe II	<ul style="list-style-type: none"> <li>• Establish and maintain mutual purpose and mutual respect.</li> <li>• Recognize when you’re at cross-purpose.</li> </ul>
Lesson Eight: Explore Others’ Paths	<ul style="list-style-type: none"> <li>• Use exploring skills to make it safe for others to speak up.</li> <li>• Diffuse others’ violence and eliminate silence.</li> <li>• Get safely to the meaning behind others’ emotions.</li> </ul>
Lesson Nine: Move to Action	<ul style="list-style-type: none"> <li>• Put Crucial Conversations principles and skills together.</li> <li>• Move from healthy dialogue to taking action and achieving results.</li> </ul>

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.*

#### 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
- Post-training participant website: videos, exercises, assessments, additional reading, and more ([ChangeAnything.com](http://ChangeAnything.com))