



Version 4

Post-Training Manager Template

Your employee(s) just completed a very powerful learning experience in which they learned to achieve better results by holding effective crucial conversations. Below is an overview of the skills and principles they learned during the workshop as well as several follow-up questions to assist you with your discussion.

Please meet with your employee(s) after the training to:

- Understand the skills they learned and what they will be doing differently as a result of the training.
- Ask them how they plan to apply the learnings to their job, the department, and organization.
- Develop a plan for how you will hold them accountable for their commitments.
- Schedule time in a staff meeting for them to share their learnings with the rest of the team when they return from training.

Questions to debrief your employee after the training:

- What are the one or two things you plan to do differently as a result of the training?
- How can you best apply the learnings to your job, department, and organization?
- How can I support you in your learnings? Are there any crucial conversations that you need to have with me that would enhance our relationship and/or team results?
- Please schedule a time when you can share your learnings with the team.

Crucial Conversations Skills and Principles

As a result of Crucial Conversation training, participants will be able to:

1. Hold the right conversation, to solve the real problem.
2. Stay focused on what you really want.
3. Take control of your emotions instead of losing your cool.
4. Speak persuasively, not abrasively.
5. Watch for signs that safety is at risk.
6. Make it safe to talk about almost anything.
7. Help others into dialogue when they are angry or defensive.
8. Go from talking to getting results.