



Version 4

Pre-Training Manager Template

Your employee(s) are about to embark on a very powerful learning experience. Below is an overview of the course as well as several questions to help you coach and prepare your employee(s) prior to the training.

What is a crucial conversation?

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results.

Please meet with your employee prior to the training to:

- Review the training objectives.
- Show your encouragement and support for the training including any crucial conversation they would like to have with you.
- Share your expectations for them to use the skills they learned in class to benefit your department and team.
- Ask them to share their learnings with the rest of the team when they return from training.

What is taught in Crucial Conversations Training?

Drawing on thirty years of research, participants will learn vital skills that enable them to create conditions where they and others can speak with complete candor (no matter the topic) and with complete respect (no matter the person or their position). Throughout the training employees will have the opportunity to apply Crucial Conversations principles and skills to real life challenges they may be facing. To make the training experience as beneficial for them as possible, please ask

them to come prepared with a few potential crucial conversations in mind that will help them fully apply the skills they will learn, and measure the effectiveness of the training. They will work with a learning partner throughout the workshop, but will not be asked to share this crucial conversation publicly.

Questions to ask to prepare your employee(s) for the training:

- What do you hope to achieve and learn in the training?
- What results are we not getting or not getting consistently within our department?
- What conversations are we not holding or holding well within our department or across departments that could be negatively impacting our ability to achieve results?
- How can I support you in this learning experience?