



# Participant Preparation Sheet

Throughout the training you will have the opportunity to apply **Crucial Conversations** and **Crucial Accountability** principles and skills to real life challenges you may be facing. To make your training experience as beneficial to you as possible, you should come prepared with a few potential **crucial conversations** and **accountability conversations** in mind that will help you fully apply the skills you will learn, and measure the effectiveness of the training.

## Part 1

Consider some of the chronic problems or barriers you face in your relationships, teams, or organization. Use the following questions to help you explore the possibilities.

- What bad results would you like to fix?
- What good results are you currently unable to achieve?
- What problem are you always trying to fix?
- What do people gripe or complain about, at home and at work?

Write down your lists for your professional life and your personal life (continue on other side as necessary).

### Chronic problems or barriers in my Professional Life

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### Chronic problems or barriers in my Personal Life

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## Part 2

What are the moments when you experience some sort of challenge and know you need to respond in an appropriate, effective manner (like holding a productive conversation), but end up responding in a different way and doing less than your best? Write down your lists of these *crucial moments* in your professional life and your personal life (continue on other side as necessary).

### Crucial Moments in my Professional Life

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### Crucial Moments in my Personal Life

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(continued over)

### Part 3

Now consider conversations in your professional life and personal life that you're either dreading, or avoiding altogether, but if you learned how to step up to and handle well, would improve results significantly. List them below.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Part 4

Think about situations that you face where there is a gap between what you're expecting and what actually happens. Consider situations at work, with your family, your relationships, your work team, and your company. As you do so, it may help to ask the following questions:

- What performance gaps from work do I complain about to my spouse/friends?
- Do I interact with people who I would describe as disorganized, pushy, unreliable, insensitive, disrespectful, or dishonest?
- Are there projects or initiatives that I know won't meet their goals because certain people don't keep commitments?

### Part 5

Identify at least five (5) gaps, between what you're expecting and what actually happens, that you are facing in both your professional and personal life.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Bring this worksheet with you to your training to learn the principles and skills that will help you improve results and hold even your most difficult **crucial conversations** and **accountability conversations**.