



Post-Training Manager Template

*Your employee just completed a very powerful learning experience in which participants learned to achieve better results by holding effective **crucial conversations** and **accountability conversations**. Below is an overview of the skills and principles your employee 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 what they learned to their job, the department, and the organization.
- Develop a plan for how you will hold them accountable for their commitments.
- Schedule time in a staff meeting for them to share what they learned with the rest of the team when they return from training..

Questions to ask to debrief your employee(s) 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 what you learned to your job, department, and the organization?
- How can I support you in using what you learned? Are there any **crucial conversations** or **accountability 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 with the team what you learned.

Crucial Skills Suite Skills and Principles

As a result of the Crucial Skills Suite Training Workshop, participants will be able to:

- Hold the right conversation, to solve the real problem.
- Stay focused on what they really want.
- Take control of their emotions instead of losing their cool.
- Speak persuasively, not abrasively.
- Watch for signs that safety is at risk.
- Make it safe to talk about almost anything.
- Help others into dialogue when they are angry or defensive.
- Go from talking to getting results.
- Learn how to confront the right problem.
- Find all the factors that are contributing to the problem.
- Make it safe to discuss almost any performance gap.
- Learn to help others want to take action.
- Make keeping commitments easy and (almost) painless.
- Stay focused and flexible when others get sidetracked, become emotional, or withdraw.