



## Crucial Skills™ Training Suite Course Details

The Crucial Skills Training Suite includes:

- sixteen hours of *Crucial Conversations* classroom time, infused with video-based instruction comprised of more than 60 original clips of “before and after” situations from the authors of *Crucial Conversations: Tools for Talking When Stakes are High*
- eight hours of *Crucial Accountability* classroom time, infused with video-based instruction comprised of more than 30 original clips of “before and after” situations from the authors of *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*. It builds on the skills learned in *Crucial Conversations*, and introduces a powerful set of new skills to resolve the most challenging accountability issues.
- extensive in-class practice, group participation, and personal reflection as you explore and master these crucial skills.

Lesson One: <b>Get Unstuck</b>	<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: <b>Start with Heart</b>	<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: <b>Master My Stories</b>	<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: <b>STATE My Path</b>	<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: <b>Learn to Look</b>	<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: <b>Make It Safe I</b>	<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: <b>Make It Safe II</b>	<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: <b>Explore Others' Paths</b>	<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: <b>Introduction</b>	<ul style="list-style-type: none"> <li>• Identify the gaps that are keeping you stuck.</li> <li>• Review the Crucial Conversations skills you have already learned.</li> <li>• Apply the Crucial Conversations skills to new case studies</li> </ul>
Lesson Ten: <b>Describe the Gap</b>	<ul style="list-style-type: none"> <li>• Remember to create safety.</li> <li>• Share what was expected vs. what was observed.</li> <li>• Does the other person agree that there's a problem?</li> </ul>
Lesson Eleven: <b>Diagnose</b>	<ul style="list-style-type: none"> <li>• Understand what is causing the gap.</li> <li>• Is there a motivation barrier? An ability barrier? Both?</li> <li>• Use the Six Sources of Influence to see how other people and things are impacting the gap.</li> </ul>
Lesson Twelve: <b>Make It Easy</b>	<ul style="list-style-type: none"> <li>• Understand and communicate constraints as you begin.</li> <li>• Don't lead with your ideas; ask for others' ideas.</li> <li>• Brainstorm ideas in all three sources of ability barriers.</li> </ul>
Lesson Thirteen: <b>Make It Motivating</b>	<ul style="list-style-type: none"> <li>• Motivate others by identifying natural consequences of the gap.</li> <li>• Explore all three sources of motivation.</li> <li>• Make visible those consequences that may not be easily seen.</li> </ul>
Lesson Fourteen: <b>Move to Action</b>	<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> <li>• Turn solutions into actions.</li> <li>• Close the gap for good.</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

## Participant Materials

- *Crucial Conversations* Participant Toolkit (157-page training workbook)
- *Crucial Accountability* Participant Toolkit (113-page training workbook)
- Cue cards and model cards
- A copy of *Crucial Conversations: Tools for Talking When Stakes are High*, 2nd edition
- A copy of *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*
- *Crucial Conversations* and *Crucial Accountability* Audio Companions
- Course completion certificates