

## CRUCIAL CONVERSATIONS

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**COURSE LENGTH: 1.0 DAYS**

Crucial Conversations take place every day, in every workplace and every home. You know those conversations where there are high stakes, real differences of opinion and strong emotions.

The difference between average and great workplace performance lies in how people handle those difficult conversations. At the heart of all workplace issues are conversations that are either not being handled or not being handled well.

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## CRUCIAL CONVERSATIONS COURSE OUTLINE

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### FOREWORD

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### OUTCOMES

**At the end of this course, participants will be able to:**

- Identify the conversations that are keeping you from your desired results
- Speak persuasively not abrasively, no matter the topic
- Make it safe for others to share their honest opinions
- Deal with people who either clam up or blow up
- Gain control of your own emotional responses
- Disagree without being disagreeable
- Influence without exerting force
- Improve teamwork, productivity, and effectiveness

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### MODULES

#### Lesson 1: What is a Crucial Conversation

- What is a Crucial Conversation
- Characteristics of Crucial Conversations
- Our Response to Crucial Conversations
- Triggers for Crucial Conversations

#### Lesson 2: My Communication Style

- My Communication Style
- How to Adapt My Style for Better Outcomes

#### Lesson 3: Preparing and Conducting Crucial Conversations

- Preparing for the Conversation
- The Crucial Conversation Model
- Steps for Crucial Conversations
- How to hold a Crucial Conversation

#### Lesson 4: Strategies for Crucial Conversations

- Notice when a Conversation turns Crucial
- Tips for Becoming a Better Listener
- 'You' Statements v 'I' Statements
- How to hold a Crucial Conversation

#### Lesson 5: Putting it into Practice

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- Practising Scenarios for Crucial Conversations
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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)