

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.

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

CRUCIAL CONVERSATIONS COURSE OUTLINE

FOREWORD

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OUTCOMES

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MODULES

WEB LINKS

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