



Crucial Conversations®

Tools for talking when the stakes are high

WHY

When you're not getting the results you're looking for, at work or at home, it's likely due to a crucial conversation you're not holding or not holding well. Whether it's a problem with poor quality, declining customer satisfaction, or a strained relationship – if you can't talk honestly – you can expect poor results.

Decades of research reveals that top performers are masters of dialogue. In crucial moments, they speak up, surface the best ideas, and make it safe for others to do the same—no matter how risky or unpopular their views.

The good news is these skills are replicable and learnable. In the **Crucial Conversations® Workshop** you'll learn to communicate when stakes are high, opinions vary, and emotions run strong.

Learn to speak up honestly and respectfully. Learn the skills of dialogue that help you get unstuck, improve relationships and get results.

WHO

For team members at all levels who want to build skills and confidence to have tough conversations.

HOW

Our **Crucial Conversations® Virtual Programs** are designed to reach the modern learner with bite-sized learning modules, social learning and ease of access.

The live virtual sessions are led by a certified facilitator using a platform that duplicates the in-classroom experience. learners will participate in discussions, view videos, and practice critical skills in small groups.

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Agenda (Each Session is 2 hours long)

Session 1: *Get Unstuck*

- Spot the conversations that are keeping you from what you want
- Choose the right conversation to get you unstuck

Session 2: *Master My Stories*

- Stay in dialogue when you're angry, scared or hurt

Session 3: *STATE My Path*

- Speak persuasively, not abrasively
- Share tough messages in a respectful AND candid way

Session 4: *Make it Safe I*

- Take steps to rebuild safety when people clam up or blow up

Session 5: *Make it Safe II & Move to Action*

- Create mutual purpose when you are at odds
- Move from healthy dialogue to action and results

Participant Materials

- Digital Toolkit
- Cue Cards and Model Cards
- New York Time's Best Seller *Crucial Conversation's® eBook* (delivered as EPUB file)
- Audio Companions (delivered as an MP file)
- Digital course completion certificate

Program Investment

- Delivery fee: \$6,500 for 10-18 attendees
- Material's fee: \$450 per person
- Adobe platform fee: \$1,500

Contact Us

Let's talk about bringing Crucial Conversations® to your organization. Please send an email to info@fccservices.com.

Visit our website at www.fccservices.com/training for a complete listing of the programs we offer.