

crucial  
conversations®

# TOOLS FOR TALKING WHEN STAKES ARE HIGH

When you're not getting the results you want, it's likely a crucial conversation is keeping you stuck. Whether it's poor quality, slow time-to-market, declining customer satisfaction, or a strained relationship – if you can't talk honestly with nearly anybody about almost anything, you can expect poor results.

Presented by:



## Crucial Conversations Training

Tuesday and Wednesday, January 15 and 16, 2019 - 7:45 a.m. to 5:00 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

Crucial Conversations award winning training teaches individuals and teams how to effectively discuss ideas in a way that leads to virtually everyone buying into the decisions. These skills result in rapid, sustainable, and wide-reaching positive changes in the results you care about the most. Workshop participants receive a copy of the book *Crucial Conversations* and a Workshop Toolkit.

*Crucial Conversations Training® teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes topics.*

In partnership with:

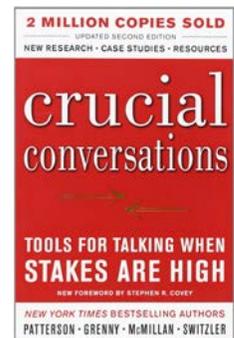


UNIVERSITY  
OF MANITOBA

Extended Education

### Learn how to:

- Identify conversations that keep you from your desired results.
- Identify how you deal with people when you are under stress.
- 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.
- Speak frankly without risking everything. Disagree without being disagreeable. Influence without exerting force.



### Workshop Facilitator: Tamara Kerr, Leader of Tamara Kerr Consulting

Tamara is Managing Director, Vital Smarts Central Canada and Master Certified Trainer, Crucial Conversations®. She spent 15 years in senior leadership before becoming a consultant specializing in leadership development, coaching and team effectiveness. Praised for her engaging and warm facilitation style, she brings a lighthearted approach to training while being serious about the value of enhancing daily interactions. Tamara emphasizes the importance of a quantifiable impact beyond the training event with action plans for integrating skills to achieve results.

### Course fees\* & Credits / professional development hours:

QNET / APICS / CPHR MB / MB Aerospace Members: \$1195 + gst / Non-members \$1295 + gst

\*NOTE: Early Bird discount of \$100 until December 17, 2018 (reduces fees to \$1095/\$1195)

- An optional course in the QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Approved for 16 CPHR Continued Professional Development Hours by CPHR Manitoba.

*You may also want to register for Crucial Accountability Add-On. This one day course on January 17, 2019 builds on the skills learned in Crucial Conversations and introduces a powerful set of new skills to resolve your most challenging accountability issues. PRE-REQUISITE: Crucial Conversations.*

Register today at: [QNET.ca](http://QNET.ca) / [mail@qnet.ca](mailto:mail@qnet.ca) / (204) 949-4999