

# Live Online Classroom

## Course Details

3 Sessions

### Pre-work

- Attend Crucial Conversations Training as the prerequisite to this course
- Read *Crucial Accountability*—Chapter 1
- Complete the Crucial Accountability Participant Prep Sheet

Time	Session	Learning Objectives
2 hours	Session 1: <b>Introduction &amp; Describe the Gap</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>• Begin the conversation in a way that discusses the gap respectfully.</li> <li>• Share what was expected vs. what was observed.</li> </ul>
2 hours	Session 2: <b>Diagnose &amp; Make it Easy</b>	<ul style="list-style-type: none"> <li>• Understand what is causing the gap.</li> <li>• Use the Six Sources of Influence™ to see the variety of factors that are driving behavior.</li> <li>• Make it easy in a way that involves the other person.</li> <li>• Brainstorm ideas that take all ability barriers into consideration.</li> </ul>
2 hours	Session 3: <b>Make it Motivating &amp; Move to Action</b>	<ul style="list-style-type: none"> <li>• Motivate others by identifying natural consequences of the gap.</li> <li>• Make visible those consequences that may not be easily seen.</li> <li>• Turn solutions into actions and close the gap for good.</li> </ul>

### Participant Materials

- Digital toolkit
- Cue cards and model card
- *New York Times* bestseller *Crucial Accountability* eBook (delivered as EPUB file)
- Audio Companion (delivered as MP3 file)
- Digital course completion certificate

Call **1.800.449.5989** or visit us at [www.vital-smarts.com](http://www.vital-smarts.com).