

Live Online Classroom

Course Details

5 Sessions

Pre-work

- Read *Crucial Conversations* – Chapter 1
- Take the Style Under Stress™ test and bring your score to class
- Complete the Crucial Conversations Participant Prep Sheet

Time	Session	Learning Objectives
2 hours	Session 1: Get Unstuck	<ul style="list-style-type: none"> • Spot the conversations that are keeping you from what you want. • Choose the right conversation to get you unstuck.
2 hours	Session 2: Master My Stories	<ul style="list-style-type: none"> • Stay in dialogue when you're angry, scared, or hurt.
2 hours	Session 3: STATE My Path	<ul style="list-style-type: none"> • Speak persuasively, not abrasively. • Share tough messages in a way that is both candid and respectful.
2 hours	Session 4: Make It Safe I	<ul style="list-style-type: none"> • Take steps to rebuild safety when people clam up or blow up.
2 hours	Session 5: Make It Safe II & Move to Action	<ul style="list-style-type: none"> • Create Mutual Purpose when you are at odds. • Move from healthy dialogue to action and results.

Participant Materials

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

If your team or organization struggles to deal effectively with difficult subjects, undercommunicates, or fails to act with unity and conviction, Crucial Conversations Training is for you. Call 1.800.449.5989 or visit us at www.vitalsmarts.com.

Nine-Week Post-Training Learning Experience

- Retain learning and refine your skills with online resources.
- Receive weekly email tips and prompts.
- Watch videos on how to handle (and not handle) crucial conversations.
- Read helpful articles from experts.
- Access worksheets and take assessments.