



FY22 Schedule: live online in Zoom

A class that meets for five 2 ½ -hour sessions:

December 1: 9-11:30 a.m. and 2-4:30 p.m.

December 3: 9-11:30 a.m.

December 6: 9-11:30 a.m. and 2-4:30 p.m.

June 6, 7, 8: 1-3:30 p.m.

June 10: 9-11:30 a.m. and 1-3:30 p.m.

Crucial Conversations® is a class that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of the organization. By learning how to speak and be heard (and encouraging others to do the same), you will begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored, lead to strained relationships and dismal results. Whenever you are not getting the results you are looking for, it is likely a crucial conversation is keeping you stuck. Whether it is a problem with poor quality, slow response time, declining customer satisfaction, or a strained relationship—whatever the issue—if you cannot talk honestly with nearly anybody about almost anything, you can expect poor results.

This class is included in four Learning Pathways: 1. Change Management: Moving to the Next Level, 2. Communication and Conflict, 3. Communicating Professionally in the Workplace, 4. Management

Upon completion of this class, you will be able to:

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements

Register in MC Learns → Communications and Interpersonal Relations.

And then, attend the follow-up class:



FY22 Schedule: live online in Zoom

A class that meets for three 2 1/2 -hour sessions:

March 14: 9-11:30 a.m. and 2-4:30 p.m., March 15: 9-11:30 a.m.

June 27: 2-4:30 p.m., June 28: 9-11:30 a.m. and 2-4:30 p.m.

This class for graduates of Crucial Conversations builds on those skills learned in Crucial Conversations and introduces a powerful set of new skills to resolve the most challenging accountability issues.

Learn a step-by-step process for enhancing accountability, improving performance, and ensuring execution. By learning how to talk about violated expectations in a way that solves problems while improving relationships, you'll improve individual, team, and organizational effectiveness.

This class is included in the Management Learning Pathway.

Register in MC Learns → Communications and Interpersonal Relations.

10/5/20