



ACCELERATE

The Center for Growth & Success

POWERED BY FCCS



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

The award-winning Crucial Conversations® Program is designed to reach the modern learner where they are. This program is offered as a two-day in person workshop **OR** as 5 live online bite-sized learning modules. This program is led by one of our certified facilitators who will engage the learners in discussions, videos, and critical skill practice. Both formats use relevant scenarios and promote social learning in small groups.



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AGENDA

Offered as a two-day in-person workshop (approximately 8:30 a.m. to 4 p.m.)

OR

Five (5) live online modules (2 hours each)

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 or hard copy Toolkit (depending on the program selected)
- New York Time's Best Seller Crucial Conversations® eBook (delivered as EPUB file)
- Audio Companions (delivered as an MP file)
- Course completion certificate

Contact Us

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

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