

Manager/Supervisor | Training & Development Offerings

# Crucial Conversations (2 Days)

The ability to have crucial conversations – discussions when the stakes are high, emotions are strong and those involved have differing opinions – is a critical skill both at work and in our personal lives. And the cost of not having those crucial conversations is high including less than optimal results, bad or strained relationships, and a negative impact on the work environment. In reality, what we don't talk out we eventually act out and not usually in the most productive manner. Good managers and supervisors not only gain skill at having crucial conversations, but help others master the skills as well.

## INTENDED AUDIENCE

Supervisors or managers who want to improve their ability to have meaningful discussions and dialogue in tough or difficult situations.

## DURATION

2 days

## WHAT PARTICIPANTS WILL LEARN

Crucial Conversations is an interactive session that helps managers and supervisors have crucial conversations and coach others on how to have crucial conversations in tough or difficult situations. Managers and supervisors attending this session will:

- Learn to look for signs that a crucial conversation needs to occur or is occurring
- Be better able to control their own emotions and actions during crucial conversations
- Learn how to make crucial conversations safe by establishing mutual purpose and showing mutual respect
- Recognize the “stories” they are telling themselves about a situation and focus more on the facts of the situation
- Express themselves and share their opinions openly and honestly in a way that is respectful of others’ ideas and opinions
- Know how to help others engage in meaningful dialogue
- Practice the techniques they learn to master the skills
- Walk away with practical tools and techniques for having crucial conversations and newfound skills and insights into their own ability to have crucial conversations

## TO REGISTER

To register for this program e-mail [BDTraining@landolakes.com](mailto:BDTraining@landolakes.com) or call 1-800-328-1341.

## QUESTIONS

Contact your Business Development Manager.

## CRUCIAL CONVERSATIONS MODEL



## AGENDA FOR CRUCIAL CONVERSATIONS

### DAY ONE

**A.M.** Program Introduction and Welcome

Get Unstuck

Start With Heart

**P.M.** Learn to Look

Make It Safe

### DAY TWO

**A.M.** Review/Preview

Master My Stories

State My Path

**P.M.** Explore Others’ Paths

Move to Action

Program Close