

Crucial Conversations



When:

September 27-28
Oct. 26 & Nov. 2
November 15-16
December 5 & 12

What Time:

8:00 am—5:00pm
(This is a full 2 day training)

Where:

County Center III

Cost:

The cost of this course is \$275 and includes all related materials.

We look forward to you joining us for this riveting training that will help facilitate results like quality, efficiency, satisfaction, teamwork and relationships. Space is limited, so please contact us right away to reserve your spot.

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.

The Crucial Conversations training teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of an organization. By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas, make high quality decisions, and then act on your decisions with unity and commitment. In this training you will learn how to:

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

Due to the cost of this training, we ask that Managers email us at LearningInstitute@stancounty.com with the names of individuals they would like to register for the course.