



Crucial Skills™ Training Suite Course Details

The Crucial Skills Training Suite includes:

- sixteen hours of *Crucial Conversations* classroom time, infused with video-based instruction comprised of more than 60 original clips of “before and after” situations from the authors of *Crucial Conversations: Tools for Talking When Stakes are High*
- eight hours of *Crucial Accountability* classroom time, infused with video-based instruction comprised of more than 30 original clips of “before and after” situations from the authors of *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*. It builds on the skills learned in *Crucial Conversations*, and introduces a powerful set of new skills to resolve the most challenging accountability issues.
- extensive in-class practice, group participation, and personal reflection as you explore and master these crucial skills.

Lesson One: Get Unstuck	<ul style="list-style-type: none"> • Spot the conversations that are keeping you from what you want. • Avoid moving to silence or violence during crucial conversations. • Share facts, ideas, feelings, and opinions candidly and honestly.
Lesson Two: Start with Heart	<ul style="list-style-type: none"> • Identify your own Style Under Stress and manage it. • Stay focused on what you really want and maintain dialogue. • Understand how motives change when conversations turn crucial.
Lesson Three: Master My Stories	<ul style="list-style-type: none"> • Stay in dialogue when you’re angry, scared, or hurt—“think” your way to the root cause of negative emotions. • Discover your stories—how do you justify your behavior? • Eliminate Victim, Villain, and Helpless Stories, and improve your results.
Lesson Four: STATE My Path	<ul style="list-style-type: none"> • Speak persuasively, not abrasively. • Get your meaning across even with potentially threatening messages. • Share strong opinions without shutting down contrary views. • State your mind while making it safe for others to do the same
Lesson Five: Learn to Look	<ul style="list-style-type: none"> • Spot the warning signs that indicate safety is at risk. • Notice various forms of silence and violence. • Step out of a conversation and notice how to make it work.
Lesson Six: Make It Safe I	<ul style="list-style-type: none"> • Take steps to rebuild safety and return to dialogue. • Talk about almost anything—without silence violence. • Use specific skills to keep everyone sharing information.
Lesson Seven: Make It Safe II	<ul style="list-style-type: none"> • Establish and maintain mutual purpose and mutual respect. • Recognize when you’re at cross-purpose.

Lesson Eight: Explore Others' Paths	<ul style="list-style-type: none"> • Use exploring skills to make it safe for others to speak up. • Diffuse others' violence and eliminate silence. • Get safely to the meaning behind others' emotions.
Lesson Nine: Introduction	<ul style="list-style-type: none"> • Identify the gaps that are keeping you stuck. • Review the Crucial Conversations skills you have already learned. • Apply the Crucial Conversations skills to new case studies
Lesson Ten: Describe the Gap	<ul style="list-style-type: none"> • Remember to create safety. • Share what was expected vs. what was observed. • Does the other person agree that there's a problem?
Lesson Eleven: Diagnose	<ul style="list-style-type: none"> • Understand what is causing the gap. • Is there a motivation barrier? An ability barrier? Both? • Use the Six Sources of Influence to see how other people and things are impacting the gap.
Lesson Twelve: Make It Easy	<ul style="list-style-type: none"> • Understand and communicate constraints as you begin. • Don't lead with your ideas; ask for others' ideas. • Brainstorm ideas in all three sources of ability barriers.
Lesson Thirteen: Make It Motivating	<ul style="list-style-type: none"> • Motivate others by identifying natural consequences of the gap. • Explore all three sources of motivation. • Make visible those consequences that may not be easily seen.
Lesson Fourteen: Move to Action	<ul style="list-style-type: none"> • Put Crucial Conversations principles and skills together. • Move from healthy dialogue to taking action and achieving results. • Turn solutions into actions. • Close the gap for good.

THE CAPACITY TO MASTER CRUCIAL CONVERSATIONS DOES NOT SIMPLY PREDICT INDIVIDUAL EFFECTIVENESS—IT IS ALSO ONE OF THE MOST POTENT DRIVERS OF ORGANIZATIONAL PERFORMANCE.

Kerry Patterson

Participant Materials

- *Crucial Conversations* Participant Toolkit (157-page training workbook)
- *Crucial Accountability* Participant Toolkit (113-page training workbook)
- Cue cards and model cards
- A copy of *Crucial Conversations: Tools for Talking When Stakes are High*, 2nd edition
- A copy of *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*
- *Crucial Conversations* and *Crucial Accountability* Audio Companions
- Course completion certificates