



crucial conversations

TOOLS *for talking*



WHEN THE STAKES ARE HIGH

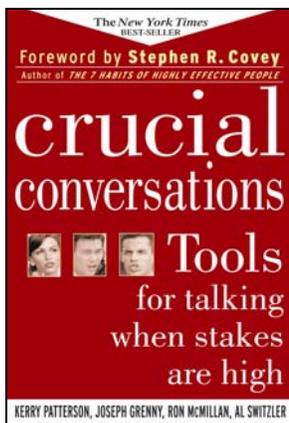
A SPECIAL INVITATION LEADERSHIP SERIES SEMINAR

Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from poor productivity or declining quality to lack of teamwork or strained relationships—it's likely that you're experiencing the effects of a poorly held crucial conversation.

After more than thirty years of research in two dozen industries, VitalSmarts, an innovator in organizational development, has observed leaders struggle with poor performance, stalled change initiatives, low productivity and general lack of results. VitalSmarts' observations confirm that leaders who avoid talking honestly with the right people about the right issues can expect poor results.

On the other hand, top-rated leaders routinely employ skills that turn thought into action and results. In short, when the stakes are high, opinions differ, and emotions run strong, the best individuals, teams and organizations:

- Have the skills to step-up to controversial issues
- Professionally discuss issues in a way that makes it safe for everyone to speak
- Create an environment where people share their best ideas, make wise decisions, and then act on those decisions with conviction



Based on the *New York Times* bestselling book *Crucial Conversations: Tools for Talking When the Stakes are High*, this captivating workshop presented by a VitalSmarts instructor, guides participants through the steps to mastering crucial conversations and harnessing the power of turning every employee interaction into an experience that achieves synergy, alignment and agreement.

Participants will leave this workshop with a new set of high-leverage tools to effectively achieve breakthrough results. Armed with a new skill set to make the most of every interaction, participants will create more positive results, personally, professionally and throughout their entire organization.

ARE YOU GETTING THE RESULTS YOU WANT?

Is accountability rock solid in your work culture? When coworkers make promises do you sigh in relief or do you start biting your nails? Do you make plans, set goals, give assignments, and hope that maybe people will deliver?

Problem-plagued organizations often share the same root cause: perplexed employees who aren't quite sure how to bring up touchy, controversial, and complex issues and resolve them. And when three key forces show up—strong emotions, differing opinions, or high stakes—key business results suffer.

If you live in a “culture of maybe” where predictability, consistency, and integrity drop while your blood pressure rises, it's time to incite rapid change and experience real results.

Learn to share information safely, get ideas and feelings out in the open, and maintain high levels of respect—all without causing resistance or resentment. Discover a model that truly helps individuals, teams and organizations get unstuck and achieve breakthrough results.

OBJECTIVES:

Crucial Conversations will drive change throughout your organization, enabling you to:

- Identify the conversations that are keeping you from your desired results.
- Speak persuasively not abrasively, no matter the topic.
- Make it safe for others to share their honest opinions.
- Deal with people who either clam up or blow up.
- Influence without exerting force.

WHO SHOULD PARTICIPATE?

Crucial Conversations is ideal for individuals who manage people or processes as well as those who have supervisory or cross-functional management responsibilities.

December 3, 2008

8:30 AM - 12:30 PM

Governor Office Building, Room 450

200 Madison Street

Jefferson City

\$149.00