

SKILLS TO HANDLE

Crucial Confrontations AND INFLUENCE OTHERS

Why do so many problems turn into chronic problems? What is the difference between individuals or organizations that seem to make steady progress and those who get stuck?

In this compelling and entertaining program based on the *New York Times* Bestselling books, *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*, and *Influencer: The Power to Change Anything*, Master Trainer Dave Angel will describe how research with over 25,000 individuals has revealed the surprising answer to these important questions. The answer? How people habitually handle crucial confrontations is the best predictor of whether individuals and organizations prosper, plateau or decline in effectiveness. Research shows that how people typically respond when others break promises, behave badly or violate expectations, saps organizational performance by 20-50 percent and even accounts for up to 90 percent of divorces! It turns out the problem is not the problem—it's our ineffective ways of confronting and resolving problems that keeps us stuck.

In Part One of this program - **Crucial Confrontations** - you will receive skills to handle high stakes conversations in the most tumultuous of situations. In Part Two - **Influencer** - you will learn the breakthrough strategies of contemporary influence masters, individuals who have solved these types of tumultuous situations and much more. By drawing from the skills of hundreds of successful change agents and combining them with five decades of the best social science research, you will benefit from the "Influencer Model" and the techniques for changing behaviors...techniques that nearly anyone can apply to nearly any problem.

If you want the skills to handle the most difficult situations, and the knowledge to handle them like an Influencer, join us for this great day of learning!

Manage Execution, Create Accountability and Improve Results!

Unleash the true potential of a relationship or organization and move it to the next level...

- Ken Blanchard Coauthor of the One Minute Manager

You will leave this fun and engaging workshop with a new set of tools to effectively achieve breakthrough results. Armed with the skills to hold others accountable, you can create more positive results personally, professionally, and throughout your entire organization.

Discover how this powerful program will enable you to:

- Identify a handful of high-leverage behaviors that lead to rapid and profound change.
- Use the invisible and constant power of the environment to make change the path of least resistance.
- Influence those who resist change no matter their position or temperament.
- Focus on the real issues and avoid getting distracted.
- Clearly and concisely explain specific, natural consequences of prolonging problems.
- Enable without taking over. Creatively help others avoid excuses, stay on track, and dissolve performance barriers.
- Strengthen relationships and achieve higher levels of performance.

This program is *not* about slick negotiation or communication—it is about results. Learn to make dramatic improvements in performance and well-being by improving how you handle *your* crucial confrontations.

August 20, 2009
8:30 - 4:30
Truman Building
Room 490- 492
Jefferson City
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