
Crucial Conversations® Training Course Details for University of Wisconsin Cooperative Extension.

Crucial conversations training will help you get unstuck with best practice skills for high-stakes interactions

Whenever you're not getting the results you're looking for, it's likely that a crucial conversation is keeping you there. Whether it's a problem with an Extension volunteer, your colleague, relative, work team or a strained relationship—if you can't talk honestly with nearly anybody about almost anything you can expect poor results.

Crucial conversations training will teach you how to create conditions where people speak with complete candor and with complete respect. You will gain skills that encourage spirited dialogue and reduce deference and defiance. Begin stepping up to tough issues and sharing opinions, feelings and information safely and freely. Learn to promote best ideas, save time with fewer meetings, have less disagreement and build more alignments and better decisions. This approach will work for you, your team, your family, your organization—and everyone gets better.

The seminar will bring to your awareness and practice 8 crucial skills—that if practiced will yield tremendous results at home, work and your relationships:

1. How to get unstuck
2. Start with heart
3. Learn to look
4. Make it safe
5. Master my stories
6. STATE my path
7. Explore others paths
8. Move to action

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February 16-20, 2009

9:30 a.m.	Refreshments	
10:00 a.m.	Opening Activity 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. • Discover how better information helps identify problems earlier and keeps them from getting out of hand.
	Start with heart	<ul style="list-style-type: none"> • Stay focused on what you really want and maintain dialogue. • Learn how to work on me first. • Understand how motives change when conversations turn crucial.
	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. • Take steps to rebuild safety and return to dialogue. • Step out of a conversation and notice how to make it work. • Identify your own Style Under Stress™ and manage it.
11:45 a.m.	<i>Learning Partner exercise.</i>	
12:00 Noon	<i>Lunch</i>	
1:00 p.m.	Make It Safe If	<ul style="list-style-type: none"> • Establish and maintain mutual purpose and mutual respect. • Recognize when you're at cross-purpose.
	Master My Stories I	<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?
	Master My Stories II	<ul style="list-style-type: none"> • Eliminate Victim, Villain, and Helpless Stories, and improve your results.
	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.
	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. • Encourage others to share issues they fear bring up. • Get safely to the meaning behind others' emotions.
	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.
2:45 p.m.	<i>Learning Partner exercise</i>	
3:00 p.m.	<i>Evaluation / adjourn</i>	

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PROJECT GOALS

Professional Development:

1. Significantly increase the ability of participants to identify, surface and resolve problems and issues in a productive and respectful manner.
2. Create a respectful workplace environment
3. High-leverage skills for individuals, teams, and organizations to act with unity and conviction
4. Reinforce responsibility based culture
5. Make better decisions and then take more committed action.
6. Make it safe to talk about almost anything

KEY ACTIVITIES

- Provide 4 hours instruction on 8 Crucial Skills
- Complete style under stress test
- Complete Acid test
- Test crucial skills with learning partner
- Assumes 50+ participants

Pre/post training survey to measure underlying behavior change including follow up.

SET UP:

Mix of round and square tables and chairs arranged such that all participants can see presentation screen and be able to engage dyad conversations with ease—go figure!