

# Crucial Conversations

Equip yourself with the tools necessary to handle emotional conversations

## Advanced Communication

Crucial Conversations is an advanced communication workshop that equips you with the necessary tools to handle high stake, high emotion conversations. The effects of conversations gone bad can be both devastating and high reaching. Research has shown that strong relationships, careers, organizations and communities all draw from the same source of power – the ability to talk openly about emotional, controversial and high stake topics.

Twenty-five years of research with 20,000 people and hundreds of organizations has taught experts that individuals who are the most influential, can get things done and can build on relationships at the same time, are those who master their crucial conversations. People who routinely hold crucial conversations and hold them well are able to express controversial and even risky opinions in a way that gets heard. Their bosses, peers and direct reports listen without becoming defensive or angry.

## Training Objectives and Outcomes

- Have an effective discussion between two or more people where the stakes are high, opinions vary, and emotions run strong.
- Understand the key strategies to diffuse tension, influence uncomfortable communication, and find mutual purpose and critical resolve.
- Create an undeniable impact on your organization through effective communication.



Giving you and your team the performance edge



18918 Clark Graham Avenue,  
Second Floor  
Bai D'Urfe, QC, H9X 3R8  
T: 1-855-566-4827