

Crucial Confrontations® Training Course Details

Crucial Confrontations Training infuses fourteen hours of classroom time with more than 120 original video clips to provide a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment. Discover how Crucial Confrontations training will enact change for good throughout your organization.

Day One		
7:30 A.M.	continental breakfast	
8:00 A.M.	Introduction	<ul style="list-style-type: none"> • What is a crucial confrontation? • Are you and others avoiding crucial confrontations? • Are you working around real issues? • Consequences of avoiding a crucial confrontation.
10:15 A.M.	break	
10:30 A.M.	Lesson One: Choose What and If	<ul style="list-style-type: none"> • “Work on me first” to make sure your intentions and motives are right. • Select a right issue by asking “What do I really want?”
12:00 P.M.	lunch	
1:00 P.M.	Lesson Two: Master My Stories	<ul style="list-style-type: none"> • Why would a reasonable, rational, decent person do this? • Are there ability barriers? • How are others (including me) playing a role? • What “things” are influencing?
3:15 P.M.	break	
3:30 P.M.	Lesson Three: Describe the Gap	<ul style="list-style-type: none"> • Share your intentions and seek common ground. • Share what was expected vs. what was observed. • Does the other person agree that there’s a problem? • What’s the source of the problem: motivation, ability, or both?
5:00 P.M.	end of day one	

Day Two		
7:30 A.M.	continental breakfast	
8:00 A.M.	Lesson Four: Make It Motivating	<ul style="list-style-type: none"> • Explore the three sources of motivation. • Examine both short and long-term consequences. • Link to existing pain.
10:15 A.M.	break	
10:30 A.M.	Lesson Five: Make It Easy	<ul style="list-style-type: none"> • Don’t lead with your ideas. If you have no ideas, brainstorm. • If you’re facing “bad” ideas, explore consequences. • Check for both ability and motivation barriers.
12:00 P.M.	lunch	
1:00 P.M.	Lesson Six: Stay Focused and Flexible	<ul style="list-style-type: none"> • Place a bookmark. • Decide What and If. • Return to the original problem.
3:15 P.M.	break	
3:30 P.M.	Lesson Six: Stay Focused and Flexible	<ul style="list-style-type: none"> • Step out of the content. • Contrast.
5:00 P.M.	end of training	

If your team or organization struggles to deal effectively with difficult subjects, undercommunicates, or fails to act with unity and conviction, Crucial Confrontations Training is for you. Call today at [1.800.449.5989](tel:1.800.449.5989) or visit us online at www.vitalSMARTS.com.



Participant Materials

- *Crucial Confrontations Participant Toolkit* (192-page training workbook)
- *Crucial Confrontations Action Planner*
- Contract cards and model cards
- The book *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*
- Crucial Confrontations Audio Companion (6-CD workout for strengthening Crucial Confrontations skills)
- Certificate of completion
- Free subscription to the Crucial Skills Newsletter, a weekly e-mail service
- Follow-up Web resources (a self-assessment, video examples, downloads, and more)
- Access to our complete line of books, Audio Companions, and Web Seminars at www.vitalSMARTS.com

