

Crucial Conversations

Two Day Course Agenda and Details

Course Instructor: Liz Berg

Day 1		
8:00 a.m.	Lesson One: 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.
9:30 a.m.	Break	
9:45 a.m.	Lesson Two: Start with Heart	<ul style="list-style-type: none">Identify your own Style Under Stress and manage it.Stay focused on what you really want and maintain dialogue.Understand how motives change when conversations turn crucial.
11:00 a.m.	Break	
11:15 a.m.	Lesson Three: Master My Stories	<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?
12:00 p.m.	Lunch	
1:00 p.m.	Lesson Three: Master My Stories, cont.	<ul style="list-style-type: none">Eliminate Victim, Villain, and Helpless Stories, and improve your results.
2:00 p.m.	Break	
2:15 p.m.	Lesson Four: STATE My Path	<ul style="list-style-type: none">Speak persuasively, not abrasively.Get your meaning across even with potentially threatening messages.
3:30 p.m.	Break	
3:45 p.m.	Lesson Four: STATE My Path, cont.	<ul style="list-style-type: none">Share strong opinions without shutting down contrary views.State your mind while making it safe for others to do the same.
5:00 p.m.	End of Day One	
Day 2		
8:00 a.m.	Lesson Five: Learn to Look	<ul style="list-style-type: none">Spot the warning signs that indicate safety is at risk.Notice various forms of silence or violence.Step out of conversation and notice how to make it work.
9:00 a.m.	Lesson Six: Make It Safe I	<ul style="list-style-type: none">Take steps to rebuild safety and return to dialogue.Talk about almost anything – without silence or violence.
10:00 a.m.	Break	

10:15 a.m.	Lesson Six: Make It Safe I, cont.	<ul style="list-style-type: none"> • Use specific skills to keep everyone sharing information.
11:15p.m.	Lunch	
11:45 p.m.	Lesson Seven: Make It Safe II	<ul style="list-style-type: none"> • Establish and maintain mutual purpose and mutual respect. • Recognize when you're at a cross-purpose.
12:15 p.m.	Lesson Eight: 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. • Get safely to the meaning behind others' emotions
12:45 p.m.	Break	
1:00 p.m.	Lesson Nine: 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.
2:00 p.m.	End of Training	