

Crucial Accountability for Crucial Conversations Graduates

One Day Course Agenda and Details

Instructor: Liz Berg

8:00 a.m.	Lesson One: Introduction	<ul style="list-style-type: none"> Identify the gaps that are keeping you stuck. Review the Crucial Conversations skills you've already learned. Apply the Crucial Conversations skills to new case studies.
9:30 a.m.	Break	
9:45 a.m.	Lesson Two: Describe the Gap	<ul style="list-style-type: none"> Remember to create safety. Share what was expected vs. what was observed. Does the other person agree that there's a problem?
11:00 a.m.	Break	
11:15 a.m.	Lesson Three: Diagnose	<ul style="list-style-type: none"> Understand what is causing the gap. Is there a motivation barrier? An ability barrier? Both? Use the Six Sources of Influence to see how other people and things are impacting the gap.
12:00 p.m.	Lunch	
1:00 p.m.	Lesson Four: Make It Easy	<ul style="list-style-type: none"> Understand and communicate constraints as you begin. Don't lead with your ideas; ask for others' ideas. Brainstorm ideas in all three sources of ability barriers.
2:00 p.m.	Break	
2:15 p.m.	Lesson Five: Make It Motivating	<ul style="list-style-type: none"> Motivate others by identifying natural consequences of the gap. Explore all three sources of motivation. Make visible those consequences that may not be easily seen.
3:30 p.m.	Break	
3:45 p.m.	Lesson Six: Move to Action	<ul style="list-style-type: none"> Turn solutions into actions. Close the gap for good.
5:00 p.m.	End of Course	