Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from poor productivity or declining quality to lack of teamwork or strained relationships—it’s likely that you’re experiencing the effects of a poorly held crucial conversation.

**What is a Crucial Conversation?**
A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results.

**Crucial Conversations Training**
This training teaches you how to achieve spirited dialogue at all levels in your organization; you’ll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement, and interpersonal communication.

**Tools for Talking When Stakes are High**
Discover how Crucial Conversations Training will drive change for good throughout your organization, enabling you to:

- Resolve disagreements—accurately address concerns by talking respectfully, candidly, and skillfully with someone in a safe way.
- Build acceptance rather than resistance—give and receive feedback in a way that enhances relationships and improves results.
• Speak persuasively, not abrasively—effectively talk about high-stakes, emotional and controversial topics.
• Foster teamwork—get the right people involved in a way that ensures better decision-making and guarantees commitment and conviction.

What is Taught in the Training?
Learn how to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person). Gain skills that enable spirited dialogue and reduce deference and defiance. Begin stepping up to tough issues and sharing opinions, feelings, and information safely and freely. Learn how to promote the best ideas, save time with fewer meetings, have less disagreement, and build more alignment with better decisions.