

Crucial Conversations
January 11-12, 2017

Day 1: 10:00am – 5:30pm

10:00am	Lesson 1: 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
11:30am (Build in Beak)	Lesson 2: Start with Heart	<ul style="list-style-type: none"> • Identify you 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.
12:30pm	Lunch	
1:00pm	Lesson 3: 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 you stories—how do you justify your behavior? • Eliminate Victim, Villain, and Helpless Stories, and improve your results.
2:45pm	Break	
3:00pm	Lesson 4: STATE My Path	<ul style="list-style-type: none"> • Speak persuasively, not abrasively. • Get your meaning across even with potentially threatening messages. • Share strong opinions without shutting down contrary views. • State you mind while making it safe for others to do the same.
5:30pm	End of Day One	

Day 2: 8:00am–3:00pm

8:00am	Lesson 5: Learn to Look	<ul style="list-style-type: none">• Spot the warning signs that indicate safety is at risk.• Notice various forms of silence and violence.• Step out of a conversation and notice how to make it work.
9:30am	Break	
9:45am	Lesson 6: 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.• Use specific skills to keep everyone sharing information.
12:00pm	Lunch	
12:30pm	Lesson 7: Make it Safe II	<ul style="list-style-type: none">• Establish and maintain mutual purpose and mutual respect.• Recognize when you're at cross-purpose.
1:30pm	Break	
1:45pm	Lesson 8: 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.
2:30pm	Lesson 9: 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.
3:00pm	End of Training	