



CRUCIAL CONVERSATIONS IS ONE OF THE MOST POWERFUL AND USEFUL TOOLS I HAVE FOUND.

Mike Miller,
Director of Business Billing, AT&T

TOOLS FOR TALKING WHEN STAKES ARE HIGH

Whenever you're not getting the results you're looking for, it's likely a crucial conversation is keeping you stuck. Whether it's a problem with poor quality, slow time-to-market, declining customer satisfaction, or a strained relationship—whatever the issue—if you can't talk honestly with nearly anybody about almost anything, you can expect poor results.



What Is Crucial Conversations® Training?

Crucial Conversations is a two-day course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

What Is a Crucial Conversation?

A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—lead to strained relationships and dismal results.

What Does Crucial Conversations Training Teach?

Crucial Conversations teaches participants how to:

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements