



Crucial Conversations® Program Overview

What makes a top performer distinguishable? One of the more pertinent and distinct traits is a top performer's ability to deliver results even when the stakes are high, emotions run strong, and opinions differ. More than 2 million people have used the definable set of skills taught through VitalSmarts' Crucial Conversations® to successfully navigate life's most difficult moments.

Whether it's a problem with a difficult customer, poor quality, reduced time-to-market, declining customer satisfaction or a strained relationship, top performers talk openly and honestly to drive results. They embrace controversial and heated issues and calmly and professionally discuss them in a way that makes it safe for everyone to speak. As a result, people share their best ideas, make wise choices, and enable others to act with conviction.

Proven Results

Crucial Conversations® training has produced dramatic results for thousands of individuals and organizations. Implement the principles and tools of this training and witness significant improvement in:

- Ⓛ **Performance** – talking honestly and openly with people no matter how delicate the topic or powerful the individual.
- Ⓛ **Productivity** – making decisions in a way that encourages people to act with conviction; eliminating resistance and infighting.
- Ⓛ **Teamwork** – jointly reaching an agreement as to how you'll work together and treat one another as teammates.
- Ⓛ **Change Management** – creating a culture where people can agree to difficult changes (Six-Sigma, SAP, etc.) and then following through.
- Ⓛ **Quality** – developing processes and methods that are helpful and eagerly implemented.
- Ⓛ **Relationships** – working through differences with a loved one in a way that not only solves the problem but strengthens the relationship.
- Ⓛ **Safety** – brainstorming causes and solutions in a way that generates productive ideas without finger pointing or creating resentment.
- Ⓛ **Diversity** – discussing diversity issues face-to-face and in-the-moment rather than harboring resentment.
- Ⓛ **Meetings** – speaking up when things get off track and suggesting how to improve them.

Application to Today's Workplace

- Ⓛ Do you have a long-term relationship with a good customer who is having difficulty making their loan payments? What is the best way to approach him or her and protect the relationship?
- Ⓛ How can you discuss changes in compensation and incentive plans without stress and anxiety?
- Ⓛ You have successfully hired employees from Generation X and Y, which has produced a few unforeseen problems in the workforce. How can you modify your leadership style to address issues effectively?
- Ⓛ Merger talks are producing high emotions. You're not sure how to negotiate terms, and you don't agree with the proposed succession plan. How can you discuss your concerns with the Chairman of the Board without causing a rift?

Crucial Conversations® Program

TLG is certified to conduct the Crucial Conversations® Program. This two-day, hands-on training will make a significant difference in your personal and professional life.

Contact

For more information, please contact The Learner's Group at 888.548.1147 or info@thelearnersgroup.com.