



## Crucial Conversations<sup>®</sup>

FOR MASTERING DIALOGUE



# DIALOGUE IS THE DIFFERENCE

Whenever you're not getting the results you want, it's likely an important conversation either hasn't happened or hasn't been handled well. In fact, both individual and organisational success are largely determined by how quickly, directly, and effectively we speak up when it matters most. At the heart of healthy and high-performance organisations are people willing and able to hold Crucial Conversations.



### WHAT'S 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. When conversations turn crucial, people tend to follow one of two ineffective paths: they either speak directly and abrasively to get the results they want but harm relationships, or they remain silent with the hope of preserving relationships only to sacrifice results.

But there's a better way. Crucial Conversations gives people the skills to step into disagreement—rather than over or around it—and turn disagreement into dialogue for improved relationships and results.

Crucial Conversations for Mastering Dialogue combines the convenience of virtual learning with the benefits of live instruction. Our virtual instructor-led programme ensures an engaging and spaced learning experience that meets the unique needs and demands of the modern learner.

# Programme Details

*The virtual experience of Crucial Conversations for Mastering Dialogue includes videos, polls, group practice, breakout group discussions, and personal reflection to help maximise skill transference.*

## PROGRAMME MATERIALS

Digital learner guide

Cue cards and model card

Crucial Conversations: *Tools for Talking When Stakes are High* e book

Digital programme completion certificate

Six-week ongoing learning experience

## What's the next step?

If your organisation could benefit from the skills taught in Crucial Conversations for Mastering Dialogue, contact us today to learn more.

Call +27 (12) 345 6281 or visit [humanedge.co.za](http://humanedge.co.za)



## SESSION & TIME

SESSION 1:  
**GET UNSTUCK & MASTER MY STORIES I**

*3 hours*

SESSION 2:  
**MASTER MY STORIES II & START WITH HEART**

*3 hours*

SESSION 3:  
**STATE MY PATH & MAKE IT SAFE**

*3 hours*

SESSION 4:  
**LEARN TO LOOK & SEEK MUTUAL PURPOSE**

*3 hours*

SESSION 5:  
**EXPLORE OTHERS' PATHS & MOVE TO ACTION**

*3 hours*

**SIX-WEEK ONGOING LEARNING EXPERIENCE**

## LEARNING OBJECTIVES

- Spot the conversations that are keeping you from what you want
- Choose the right conversation to get unstuck
- Learn where emotions come from and how to change them
- Take responsibility for the emotions you bring to the conversation by owning your story

- Eliminate negative stories that impede conversations and results
- Stay focused on what you really want
- Lay a foundation of good intent

- Speak honestly and respectfully
- Share tough messages in a way that invites others into the conversation
- Take steps to rebuild safety when others get defensive
- Talk with almost anyone about almost anything

- Notice the signs that people are not in dialogue
- Identify and manage your own Style Under Stress
- Recognise when safety is at risk because you're at odds
- Find common ground even when it seems impossible

- Actively listen to understand the meaning behind others' emotions and actions
- Respond productively when someone initiates a Crucial Conversation with you
- Move from healthy dialogue to taking action and achieving results

- Retain learning and refine your skills
- Receive weekly email tips and prompts
- Watch videos on how to handle (and not handle) Crucial Conversations
- Read helpful articles from experts
- Access worksheets and job aids to help your daily application of the skills