





## Crucial Conversations® Training

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 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



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