

Crucial Conversations

8 Hours

Learn Optimal Discussion Strategies When The Stakes Are High¹

Overview: Crucial conversations are pivotal conversations in which opinions vary, emotions run strong, and the outcome may be extremely significant to you, your coworkers, and your supervisor. In this course, you will learn how to become skilled in having crucial dialogues that lead to win-win outcomes

Learning Objectives:

- Define crucial conversations and describe the types of conversations that get you stuck
- Explain the main reasons why we may not handle these crucial discussions in the most ideal way
- Describe your crucial conversation style under stress.
- Identify which areas to focus on and which areas to avoid during these pivotal conversations
- List the steps to build emotional safety to establish mutual purpose and mutual trust
- Explain how to handle misunderstandings that may occur during conversations
- Describe how to approach dialogues when you have strong feelings of frustrations, hurt, and/or fear
- Explain how to be persuasive and not abrasive or evasive during conversations
- Describe how to actively listen to explore others' needs and wants
- Identify the steps to move the conversations to mutually desirable actions

Who should attend: Business professionals at every level, and in all functional areas working in or leading teams, who would like to improve their ability and influence when communicating and interacting with others during crucial conversations (e.g., high conflict, high stakes, high emotions)

ETI Instructor: Dr. Barbara Sweet is President/CEO of Learning Transfer Institute, a consulting, training and coaching firm focused on helping organizations create more positive, respectful, and inclusive workplaces. She is an accomplished speaker and author with over 20 years of HR executive experience.

¹ Based on the book *Crucial Conversations* by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler

Course Cost: \$250.00

WHEN:

Wednesdays
August 6, 2025 AND August 13, 2025
5:00 pm – 9:00 pm

WHERE:

Online, Remote,
"Virtual Classroom,"
Via Zoom

For more information or to register, please contact:
Jocey Hogan, ETI Program Coordinator at 661.362.5657 or jocey.hogan@canyons.edu