

ARE YOU GETTING THE RESULTS YOU WANT?

# Get Unstuck and Rapidly Improve Results You Care About Most.



Based on over 25 years of research, Crucial Conversations asserts one thing: If you can transfer skills that top performers routinely use to effectively handle crucial conversations—particularly in the presence of authority—then you can create more positive results across an entire organization.

Crucial Conversations training teaches individuals and teams from different backgrounds, departments, and specialties how to willingly and effectively surface and discuss ideas in a way that leads to virtually everyone buying into the decisions—creating broad alignment, maximizing synergy, and ensuring commitment to the best ideas.

When taught, these skills inevitably result in rapid, sustainable, and wide-reaching positive changes in the results that you care about the most.

Make Crucial Conversations skills your best practices and everything gets better!



crucial  
conversations®

CRUCIAL CONVERSATIONS®  
With VitalSmarts Presenter and Consultant



## 1 Get Unstuck

- Spot the conversations that are keeping you from what you want.
- Avoid moving to silence or violence during crucial conversations.
- Share facts, ideas, feelings, and opinions candidly and honestly.
- Discover how better information helps identify problems earlier and keeps them from getting out of hand.

## 2 Start with Heart

- Stay focused on what you really want and maintain dialogue.
- Learn how to work on me first.
- Understand how motives change when conversations turn crucial.

## 3 Learn to Look

- Spot the warning signs that indicate safety is at risk.
- Notice various forms of silence and violence.
- Take steps to rebuild safety and return to dialogue.
- Step out of a conversation and notice how to make it work.
- Identify your own Style Under Stress™ and manage it.

## 4 Make It Safe

- Talk about almost anything—without silence or violence.
- Use specific skills to keep everyone sharing information.
- Establish and maintain mutual purpose and mutual respect.
- Recognize when you're at cross-purpose.

## 5 Master My Stories

- Stay in dialogue when you're angry, scared, or hurt—"think" your way to the root cause of negative emotions.
- Discover your stories—how do you justify your behavior?
- Eliminate victim, villain, and helpless stories, and improve your results.

## 6 State My Path

- Speak persuasively, not abrasively.
- Get your meaning across even with potentially threatening messages.
- Share strong opinions without shutting down contrary views.
- State your mind while making it safe for others to do the same.

## 7 Explore Others' Paths

- Use exploring skills to make it safe for others to speak up.
- Diffuse others' violence and eliminate silence.
- Encourage others to share issues they fear bringing up.
- Get safely to the meaning behind others' emotions.

## 8 Move to Action

- Put Crucial Conversations principles and skills together.
- Move from healthy dialogue to taking action and achieving results.

### WHAT YOU WILL LEARN

Skills taught in this training deliver significant improvement in areas such as:

**Performance**—talk honestly and openly no matter how delicate the topic.

**Productivity**—eliminate resistance and act with conviction when making decisions.

**Teamwork**—reach agreement on how to work together and treat other teammates.

**Change Management**—agree with others on and follow through with difficult changes.

**Quality**—develop productive processes that are eagerly implemented.

**Relationships**—work through differences with others and strengthen relationships.

**Safety**—discusses violations and solutions without finger-pointing or resentment.

**Diversity**—willingly and ably discuss diversity problems face-to-face and in the moment.

**Meetings**—speak up when things get off track and suggest how to improve them.

### COURSE DETAILS

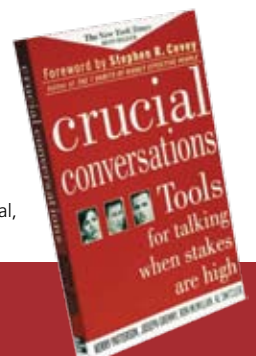
Crucial Conversations training is a 2-day course with more than 120 original video clips of "before and after" situations.

Engage in extensive in-class practice, group participation, and personal reflection as you explore and master these Crucial Skills.

### WHO SHOULD ATTEND

Crucial Conversations training is ideal for individuals who regularly deal with touchy, controversial, or high-stakes issues—within a team or across functional lines. Learn to facilitate rapid problem-solving and improve results. For a true change to be achieved, involving teams and even entire organizations is essential.

Crucial Conversations® help people master the high-leverage tools and skills routinely used by top performers, leading to individual, team, and organizational effectiveness.





## REGISTRATION

### PROGRAM INFORMATION

**DATE**

November 8–9, 2010

**TIME**

9.00 am – 5.00 pm

**FEE**

- RM 1,980 per participant
- RM 1,650 per participant

For groups of 5 or more from the same organization

**VENUE**

**FRANKLINCOVEY TRAINING CENTER**  
Level 9, PJ Tower, Amcorp Trade Center  
18 Jalan Persiaran Barat  
46050 Petaling Jaya

### HRDF CLAIMS ELIGIBILITY

Kindly (√) to indicate your claim eligibility (applicable to Malaysian participants only):

- HRDF: SBL scheme  
 HRDF: SBL KHAS scheme

### TERMS & CONDITIONS

- Please note that registration will only be confirmed upon payment.
- Registration made without payment are subject to our cancellation without prior notice. Payment to be made at least ONE month in advance to ensure your booking is confirmed.
- Please make cheques, marked A/C Payee Only, payable to : **Leadership Resources (Malaysia) Sdn Bhd.**
- There will be no refund for cancellation by participants less than 30 days before program date. We will however, on case-by-case basis, allow replacement to be made, upon communications of full details of the new participant.
- The organizer reserves the right to cancel the program due to unforeseen circumstances. In such event, the fee would be refunded in full.

### ENQUIRIES & REGISTRATION

TEL 603.7955 1148 / 7957 6627

FAX 603.7955 2589 / 7958 6646

WEB [www.leadershipresources.my](http://www.leadershipresources.my)

### COMPANY/ORGANIZATION DETAILS

Name of Company / Organization:

Address:

Name of Contact Person: Mr / Ms

Tel:

Fax:

Email:

### PARTICIPANT DETAILS

1. Mr / Ms

Email:

Designation:

2. Mr / Ms

Email:

Designation:

3. Mr / Ms

Email:

Designation:

4. Mr / Ms

Email:

Designation:

5. Mr / Ms

Email:

Designation:

Total Number of Participants:

Approving Manager's Name:

Designation:

Signature & Company Stamp:

Date:

### PAYMENT DETAILS

Cheque / Bank Draft No:

Amount: RM

Credit Card Details:  American Express  Visa\*  MasterCard\* Expiry Date (MM/YY):

Card No:

AMEX ID No:

Name on Card:

\*Security Code 3 digits after Card No. at reverse :

Signature (For Credit Card Payment):

