



Crucial Conversations®
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 organizational 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 organizations 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 trainer certification is designed to develop and support trainers. Virtual certification has five, 2.5-hour virtual live instructor-led sessions delivered over one week. Participants are required to attend all five sessions and complete individual assignments. Following certification, trainers need to facilitate three courses to complete the certification process. Trainers completing Crucial Conversations for Mastering Dialogue trainer certification can train both the full course and the Add-On course. Participants will also be prepared to train the courses in any format, including virtual and in-person.

Course Details

Crucial Conversations for Mastering Dialogue virtual certification includes videos, polls, virtual facilitation practice, and breakout group discussions. It is structured as a one-week course and requires a minimum 2.5-hour commitment each day.

COURSE MATERIALS

Trainer guide (printed and digital)

Learner guide (printed and digital)

Crucial Conversations for Mastering Dialogue on-demand license

Access to Trainer Zone (cruciallearning.com/trainerzone), which includes Crucial Conversations for Mastering Dialogue course content within the Crucial Learning instructional platform (VIP) for in-person and virtual facilitation

COURSE REQUIREMENTS

Internet access/Wi-Fi

A computer/laptop with a microphone and webcam

Access to training tools and resources on Trainer Zone (cruciallearning.com/trainerzone)

NOTE: Once certified, you will need to purchase individual learner licenses for those attending your course. These include the bestselling book, a learner guide (physical or virtual), other materials needed to complete the course, and post-training resources. You can purchase these from your client advisor.

SESSION & TIME

DAY 1:
SESSION 1

2.5 hours

LEARNING OBJECTIVES

- Becoming a Crucial Conversations for Mastering Dialogue trainer: What it means and how it works
- Tools of the Trade: Everything you need to get started and keep going
- Becoming a Subject Matter Expert: Content mastery and application

DAY 2:
SESSION 2

2.5 hours

- Yeah, But: Engaging with learners who are pushing the boundaries of learning (in a good way!)
- Skills for Successful Facilitation (Exercises): How to setup and debrief exercises

DAY 3:
SESSION 3

2.5 hours

- Skills for Successful Facilitation (Videos): How to setup and debrief videos
- Skills for Successful Facilitation (Best Practices): Best practices for different learning formats
- Getting Ready: Making the most of your teachback preparation

DAY 4:
SESSION 4

2.5 hours

- Each One Teach One: It's only a teachback if there is feedback
- Storytelling: Connecting ideas with experiences
- Blind spots: Calling out and clearing up

DAY 5:
SESSION 5

2.5 hours

- Blended Learning: Expand your options with on-demand learning
- Make it Stick: Training is an event—learning is a journey
- Support and Next Steps: You've got a friend in us

What's the next step?

Learn more about the skills taught in Crucial Conversations for Mastering Dialogue and how they can benefit your organization. Contact us today.

Call 1-800-449-5989 or visit us at CrucialLearning.com

