



**What You'll 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—discuss 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

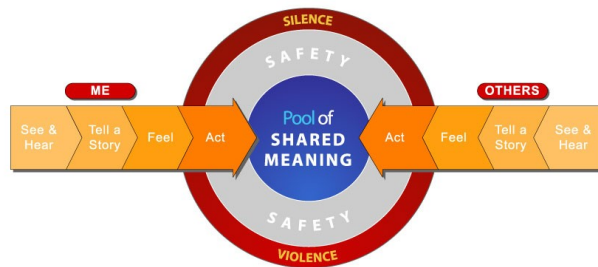
**GET UNSTUCK**

**And Rapidly Improve the Results You Care About Most**

Organizations mired in mediocre results (or perhaps not achieving the heights leaders had hoped for) can generally count on a predictable and correctable root cause: their employees are either not willing or not able to bring up touchy, controversial, or high-stakes issues and handle these discussions well.

Based on more than twenty-five years of research, Crucial Conversations training 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 (everything from quality to customer satisfaction to morale).

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 discussions—creating broad alignment, maximizing strategy, and ensuring commitment to the best ideas. When taught, these skills inevitable result in rapid, sustainable, and wide



Crucial Conversations training teaches this model for achieving synergy, alignment and commitment.

Normal Tuition for this course is \$1,000.00 per student. If you take this course with RTC, tuition is just \$375.00



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