

# FOCUSED LIVE ONLINE | Course Details

<b>Pre-Work</b>		<ul style="list-style-type: none"> <li>• Read chapter one in <i>Crucial Conversations</i></li> <li>• Take the Style Under Stress™ test and bring your score to class</li> <li>• Complete the Crucial Conversations Participant Prep Sheet</li> </ul>
Time	Session	Learning Objectives
2 hours	Session 1: <b>Get Unstuck &amp; Start with Heart</b>	<ul style="list-style-type: none"> <li>• Spot the conversations that are keeping you from what you want.</li> <li>• Choose the right conversation to get you unstuck.</li> <li>• Stay focused on what you really want to maintain dialogue.</li> </ul>
2 hours	Session 2: <b>Master My Stories</b>	<ul style="list-style-type: none"> <li>• Stay in dialogue when you're angry, scared or hurt.</li> <li>• Discover your stories—how do you justify your behavior?</li> <li>• Eliminate Victim, Villain, and Helpless Stories, and improve your results.</li> </ul>
2 hours	Session 3: <b>State My Path &amp; Make It Safe</b>	<ul style="list-style-type: none"> <li>• Speak persuasively, not abrasively.</li> <li>• Share tough messages in a way that is both candid and respectful.</li> <li>• Take steps to rebuild safety when people clam up or blow up.</li> </ul>

## Participant Materials

- Digital Toolkit
- Model card
- *New York Times* bestseller *Crucial Conversations* ebook
- Audio Companion (delivered as a MP3 file)
- Digital course completion certificate

*If your team or organization struggles to deal effectively with difficult subjects, under-communicates, or fails to act with unity and conviction, **Crucial Conversations Training** is for you. Call 1.800.449.5989 or visit us at **vitalsmarts.com**.*

## Nine-Week Post-Training Learning Experience

- Retain learning and refine your skills with online resources.
- Receive weekly email tips and prompts.
- Watch videos on how to handle (and not handle) crucial conversations.
- Read helpful articles from experts.
- Access worksheets and take assessments.