



The Crucial Skills™ Suite

Crucial Skills™ Course Outline

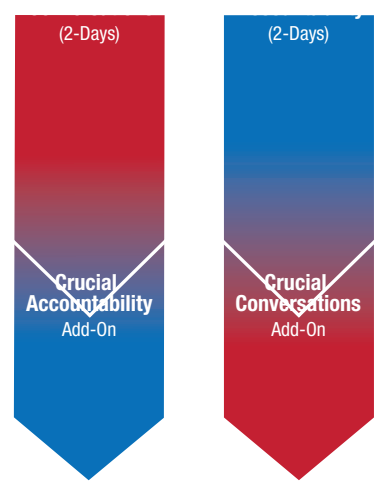
Day 1		
9:00 a.m.	Lesson 1: Get Unstuck	<ul style="list-style-type: none"> Spot the conversations that are keeping you from what you want. Avoid moving to silence or violence during crucial conversations. Share facts, ideas, feelings, and opinions candidly and honestly.
	Lesson Two: Start with Heart	<ul style="list-style-type: none"> Identify your own Style Under Stress and manage it. Stay focused on what you really want and maintain dialogue. Understand how motives change when conversations turn crucial.
Break	10:30 - 10:45 a.m.	
	Lesson Three: Master My Stories	<ul style="list-style-type: none"> 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?
1:00p.m.	Lunch	
2:00p.m.	Lesson Three: Master My Stories, cont.	<ul style="list-style-type: none"> Eliminate Victim, Villain, and Helpless Stories, and improve your results.
	Break	
	Lesson Four: STATE My Path	<ul style="list-style-type: none"> Speak persuasively, not abrasively. Get your meaning across even with potentially threatening messages.
Break	3:30 - 3:45p.m.	
3:45 p.m.	Lesson Four: STATE My Path, cont.	<ul style="list-style-type: none"> Share strong opinions without shutting down contrary views. State your mind while making it safe for others to do the same.
5:00 p.m.	End of Day One	
Day 2		
9:00 a.m.	Lesson Five: Learn to Look	<ul style="list-style-type: none"> Spot the warning signs that indicate safety is at risk. Notice various forms of silence and violence. Step out of a conversation and notice how to make it work.
	Lesson Six: Make It Safe I	<ul style="list-style-type: none"> Take steps to rebuild safety and return to dialogue. Talk about almost anything—without silence or violence.
Break	10:30 - 10:45 a.m.	
10:45 a.m.	Lesson Six: Make It Safe I, cont.	<ul style="list-style-type: none"> Use specific skills to keep everyone sharing information.
1:00 p.m.	Lunch	
2:00 p.m.	Lesson Seven: Make It Safe II	<ul style="list-style-type: none"> Establish and maintain mutual purpose and mutual respect. Recognize when you're at cross-purpose.
	Lesson Eight: Explore Others' Paths	<ul style="list-style-type: none"> Use exploring skills to make it safe for others to speak up. Diffuse others' violence and eliminate silence. Get safely to the meaning behind others' emotions.
Break	3:30 - 3:45p.m.	
3:45 p.m.	Lesson Nine: Move to Action	<ul style="list-style-type: none"> Put Crucial Conversations principles and skills together. Move from healthy dialogue to taking action and achieving results.
5:00 p.m.	End of Training	



Day 3		
9:00 a.m.	Lesson One: Introduction	<ul style="list-style-type: none"> Identify the gaps that are keeping you stuck. Review the Crucial Conversations skills you've already learned. Apply the Crucial Conversations skills to new case studies.
	Lesson Two: Describe the Gap	<ul style="list-style-type: none"> Remember to create safety. Share what was expected vs. what was observed. Does the other person agree that there's a problem?
Break	10:30 - 10:45 a.m.	
10:45 a.m.	Lesson Three: Diagnose	<ul style="list-style-type: none"> Understand what is causing the gap. Is there a motivation barrier? An ability barrier? Both? Use the Six Sources of Influence™ to see how other people and things are impacting the gap.
Lunch	1:00 - 2:00 p.m.	
2:00 p.m.	Lesson Four: Make it Easy	<ul style="list-style-type: none"> Understand and communicate constraints as you begin. Don't lead with your ideas; ask for others' ideas. Brainstorm ideas in all three sources of ability barriers.
	Lesson Five: Make It Motivating	<ul style="list-style-type: none"> Motivate others by identifying natural consequences of the gap. Explore all three sources of motivation. Make visible those consequences that may not be easily seen.
Break	3:30 - 3:45 p.m.	
3:45 p.m.	Lesson Six: Move to Action	<ul style="list-style-type: none"> Turn solutions into actions. Close the gap for good.
5:00 p.m.	End of Training	

If your team or organization struggles to deal effectively with resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment, Crucial Accountability is for you. Call +603 6211 6963/6964 or visit us www.crucialskills.my

Start with **Dialogue** Start with **Accountability**



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