

**CRUCIAL
CONVERSATIONS**



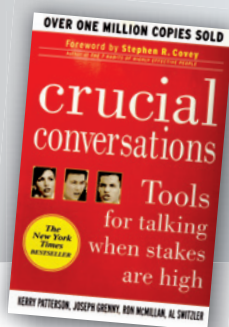
**CRUCIAL
ACCOUNTABILITY**

3 DAYS 2 CRUCIAL SKILLS 1 AMAZING EXPERIENCE

Introducing CLC Crucial Skills Program to help your organization radically improve communication to surface the best ideas, make the highest quality decisions and eliminate persistent gaps in performance or expectations. It brings together the valuable lessons from two of our vital communication programs:

Crucial Conversations® teaches you how to:

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements.



**2
DAYS**

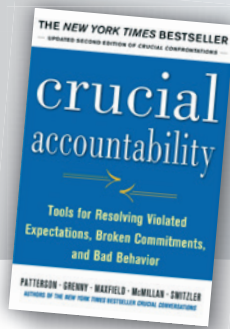
**CRUCIAL CONVERSATIONS:
Tools for Talking When Stakes Are High**

The ability to share one's opinion candidly, no matter how controversial affects virtually every key result, from on-time delivery of projects, to productivity and quality. Empower individuals with the skills to speak their minds during crucial conversations (when stakes are high, opinions vary and emotions run strong); instead of defaulting to "silence" or "violence".

Watch how every interaction leads to better decisions, follow-up and improved results.

Crucial Accountability® teaches you how to:

- Hold anyone accountable
- Master performance discussions
- Motivate others without using power
- Manage projects without taking over
- Move to action



crucial
accountability™

1
DAY

CRUCIAL ACCOUNTABILITY: Tools for Resolving Violated Expectations, Broken Commitments & Bad Behavior

A culture of high performance can flourish only when people perform. When faced with perplexing (yet highly common) accountability problems, do your leaders have the skills to hold others accountable in a manner that not only solves the problem at hand and produces better results, but also improves your relationship?

This 3-day experience introduces a powerful new set of skills for dealing with failed projects, missed deadlines, and other violated expectations.

Don't miss this great opportunity to help your organization achieve the outcomes that it needs and deserves through these **Crucial Skills for Accountability & Results**.

Call us and book your seats today!



This program is supported by:



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