

# Crucial Confrontations™ Training Course Details

Crucial Confrontations Training infuses fourteen hours of classroom time with more than 120 original video clips to provide a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment. Discover how Crucial Confrontations training will enact change for good throughout your organization.

Day One		
7:30 A.M.	continental breakfast	
8:00 A.M.	<b>Introduction</b>	<ul style="list-style-type: none"> <li>• What is a crucial confrontation?</li> <li>• Are you and others avoiding crucial confrontations?</li> <li>• Are you working around real issues?</li> <li>• Consequences of avoiding a crucial confrontation.</li> </ul>
10:15 A.M.	break	
10:30 A.M.	<b>Lesson One: Choose What and If</b>	<ul style="list-style-type: none"> <li>• “Work on me first” to make sure your intentions and motives are right.</li> <li>• Select a right issue by asking “What do I <i>really</i> want?”</li> </ul>
12:00 P.M.	lunch	
1:00 P.M.	<b>Lesson Two: Master My Stories</b>	<ul style="list-style-type: none"> <li>• Why would a reasonable, rational, decent person do this?</li> <li>• Are there ability barriers?</li> <li>• How are others (including me) playing a role?</li> <li>• What “things” are influencing?</li> </ul>
3:15 P.M.	break	
3:30 P.M.	<b>Lesson Three: Describe the Gap</b>	<ul style="list-style-type: none"> <li>• Share you intentions and seek common ground.</li> <li>• Share what was expected vs. what was observed.</li> <li>• Does the other person agree that there’s a problem?</li> <li>• What’s the source of the problem: motivation, ability, or both?</li> </ul>
5:00 P.M.	end of day one	

Day Two		
7:30 A.M.	continental breakfast	
8:00 A.M.	<b>Lesson Four: Make It Motivating</b>	<ul style="list-style-type: none"> <li>• Explore the three sources of motivation.</li> <li>• Examine both short and long-term consequences.</li> <li>• Link to existing pain.</li> </ul>
10:15 A.M.	break	
10:30 A.M.	<b>Lesson Five: Make It Easy</b>	<ul style="list-style-type: none"> <li>• Don’t lead with your ideas. If you have no ideas, brainstorm.</li> <li>• If you’re facing “bad” ideas, explore consequences.</li> <li>• Check for both ability and motivation barriers.</li> </ul>
12:00 P.M.	lunch	
1:00 P.M.	<b>Lesson Six: Stay Focused and Flexible</b>	<ul style="list-style-type: none"> <li>• Place a bookmark.</li> <li>• Decide What and If.</li> <li>• Return to the original problem.</li> </ul>
3:15 P.M.	break	
3:30 P.M.	<b>Lesson Six: Stay Focused and Flexible</b>	<ul style="list-style-type: none"> <li>• Step out of the content.</li> <li>• Contrast.</li> </ul>
5:00 P.M.	end of training	



## Participant Materials

- *Crucial Confrontations Participant Toolkit* (192-page training workbook)
- *Crucial Confrontations Action Planner*
- Contract cards and model cards
- The book *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*
- Crucial Confrontations Audio Companion (6-CD workout for strengthening Crucial Confrontations skills)
- Certificate of completion
- Free subscription to the Crucial Skills Newsletter, a weekly e-mail service
- Follow-up Web resources (a self-assessment, video examples, downloads, and more)
- Access to our complete line of books, Audio Companions, and Web Seminars at [www.vital-smarts.com](http://www.vital-smarts.com)



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