



Crucial Conversation & Crucial Accountability By VitalSmarts

Crucial Conversations

- **Improve Dialogue & Engagement:** Participants learn the dialogue skills demonstrated by top performers—skills that help you talk with anyone about to reach alignment and agreement on important matters.
- **Create Behavior Change:** These skills turn in to behaviors that improve decision making, commitment to action, productivity, and relationships.
- **Build a High-Performance & Culture:** Consistent Behaviors lead to organizations, teams, and individuals developing high-performance culture based on trust and respect.

Crucial Accountability

- **Strengthen Accountability:** Participants learn how to talk about violated expectations in a way that yields two-way accountability and allows further progress to be made.
- **Accelerate Problem-Solving:** Consistent application of the skills leads to faster problem-solving, decision-making, and conflict resolution.
- **Improve Relationships & Productivity:** When issues are resolved and focus is restored, productivity increases, relationships are strengthened, and high-performance cultures are formed.

We are offering three separate classes

Crucial Conversations June 9 – 10, 2020 9:00 a.m. to 12:30 p.m.

Crucial Accountability June 16, 2020 9:00 a.m. to 4:30 p.m.

Crucial Accountability June 17, 2020 9:00 a.m. to 4:30 p.m.

Space is limited to the first 25 confirmed registrants. Registration is on a first come, first served basis. Register at

https://docs.google.com/forms/d/e/1FAIpQLSeBI1WNqjmAwB2EO8rcrOdDdPsgdU2z8X1UzV0I6tk8TuBpAA/viewform?usp=sf_link



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