

crucial conversations®



Growing and evolving your business, your organization and your people occurs through conversation. Important conversations, handled well, produce results. Learn how to master those Crucial Conversations.

Workshop Agenda

DAY 1:

Get Unstuck
Start with Heart
Master My Stories
State My Path

DAY 2:

Learn to Look
Make it Safe I
Make it Safe II
Explore Others' Paths
Move to Action

[Detailed course agenda](#)

[Workshop overview](#)

Participants receive a Participant Toolkit and a copy of the bestselling book *Crucial Conversations*

Presented by:



In partnership with:



Manitoba
Manitoba Education & Training

Based on the bestselling book *Crucial Conversations: Tools for Talking When Stakes Are High*, QNET is pleased to present the award-winning:

Crucial Conversations Training

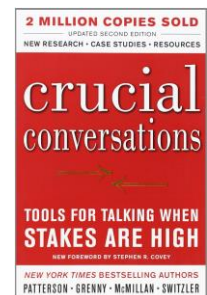
Thursday & Friday, September 28 & 29 - 7:45 a.m. to 5:00 p.m.
Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

Crucial Conversations training teaches individuals and teams from different backgrounds, departments and specialties how to effectively discuss ideas in a way that leads to virtually everyone buying into the decisions. These skills inevitably result in rapid, sustainable, and wide-reaching positive changes in the results you care about the most.

Crucial Conversations Training® teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes topics.

Learn how to:

- Identify the conversations that are keeping you from your desired results.
- Identify how you deal with people when you are under stress.
- Speak persuasively, not abrasively, no matter the topic.
- Make it safe for others to share their honest opinions.
- Deal with people who either clam up or blow up.
- Gain control of your own emotional responses.
- Speak frankly without risking everything.
- Disagree without being disagreeable.
- Influence without exerting force.



Workshop Facilitator

David Colman, Principal and Co-founder, TriOpus Group

David is nothing if not passionate. Whether as a facilitator, consultant, speaker, or freelance broadcaster, he has the unique ability to help his clients and audiences reach a clear and simple understanding of business issues that once seemed overwhelming. After a 29 year leadership career with CIBC, David became an independent consultant in 1995 in the fields of training, corporate coaching, interventions, change and innovation, problem solving, process improvement and leadership. He has provided learning and consulting solutions to a wide range of organizations in the private and public sectors. David is certified in Crucial Conversations.

Course Fee

QNET / APICS / CPHR MB / MB Aerospace Members \$1095+gst / Non-members \$1195+gst

***NOTE: Early Bird discount of \$100 until August 29, 2017 (reduces fees to \$995/\$1095)**

This program / workshop:

- Is a core course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Is eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Has been approved for 15 CPHR Continued Professional Development Hours by CPHR Manitoba.

Register: qnet.ca / Email: mail@qnet.ca / Phone: (204) 949-4999