

# 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](#)

## Participant Materials

Crucial Conversations Participant Toolkit and Audio Companion

A copy of the book *Crucial Conversations: Tools for Talking When Stakes are High*, 2<sup>nd</sup> edition

Cue cards and model card

A course completion certificate

Post-training participant website: videos, exercises, assessments, additional reading, and more

## Presented by



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In partnership with: APICS and Industry Services, Jobs and the Economy, Province of Manitoba

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

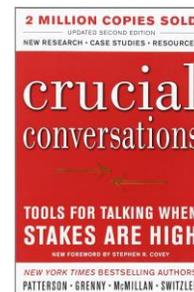
Wednesday & Thursday, September 23 & 24 - 7:45 a.m. to 5:00 p.m.  
**NEW Location:** Canad Inns Fort Garry, 1824 Pembina, Winnipeg

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.



In this 2-day interactive workshop, you will learn a proven methodology. The facilitator will model, demonstrate and coach you through the process of applying the skills to engage in difficult conversations to get results without sacrificing relationships. You will be actively engaged in role-play and dialogue to help you learn communications skills you can apply in all aspects of your life. [Workshop overview](#)

## Workshop Facilitator

**Shawn Flaman, Certified Trainer, Crucial Conversations**

Shawn is a seasoned workplace trainer who has developed and led countless training sessions. Her comfortable and relaxed manner engages learners enabling key training messages to be delivered and understood with ease. Her training repertoire includes courses in customer service, communication, leadership, and train the trainer, which she customizes for both the audience and the workplace. She has worked in the call centre industry, financial services, manufacturing, IT and aerospace. Shawn makes training relevant by creating examples, activities and take-aways that are connected to the goals of the training as well as those of the workplace.

## Course Fee

QNET/APICS Members: \$995+gst  
Non-members: \$1095+gst

**Register at [qnet.ca](http://qnet.ca) or phone (204) 949-4999**