

# 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



Suite 660, 175 Hargrave Street  
Winnipeg, MB R3C 3R8  
[mail@qnet.ca](mailto:mail@qnet.ca) / [qnet.ca](http://qnet.ca)

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, December 14 & 15 - 7:45 a.m. to 5:00 p.m.

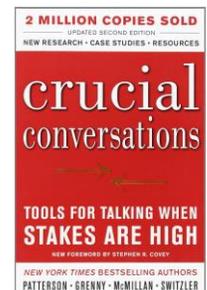
Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

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.



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

**Tamara Kerr, President, Shared Visions & Master Certified Trainer, Crucial Conversations®**

Tamara brings more than twenty years of experience in leadership development and organizational effectiveness to the VitalSmarts Facilitator Faculty, with extensive experience introducing and teaching crucial skills to audiences of all sizes. An award-winning leader, Tamara is praised for her outstanding facilitation skills with specialization in leadership development, performance management and team effectiveness. Tamara earned a bachelor's degree in Social Psychology from the University of Regina and holds diplomas in Adult Education and Business Administration with the Saskatchewan Institute of Applied Science and Technology.

## Course Fee

Early Bird Fee (until Nov 14/16): QNET/APICS Members \$895+gst / Non-members \$995+gst  
Regular Fee (after Nov 14/16): QNET/APICS Members \$995+gst / Non-members \$1095+gst

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