

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:

Get Unstuck
Start with Heart
Master My Stories
State My Path
Learn to Look
Make it Safe I
Make it Safe II
Explore Others' Paths
Move to Action

Course overview & agenda

Participants receive a Toolkit and the book *Crucial Conversations*

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, October 3 & 4, 2018 - 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.

Presented by:



In partnership with:

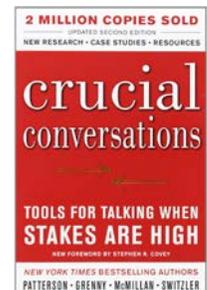


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Extended Education

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

Tamara Kerr, Managing Director, Vital Smarts Central Canada; Leader of Tamara Kerr Consulting; and Master Certified Trainer, Crucial Conversations®

Tamara spent 15 years in senior leadership roles before becoming a consultant specializing in leadership development, coaching and team effectiveness. Praised for her engaging and warm style of facilitation, Tamara brings a lighthearted approach to training while she is also serious about the value of enhancing every day interactions. She is known for her entertaining, upbeat and relatable style with both training workshops and speaking engagements. Tamara emphasizes the importance of strategizing to ensure a quantifiable impact beyond the training event with action plans for integrating skills to achieve results.

Course Fee

QNET / APICS / CPHR MB / MB Aerospace Members \$1195+gst / Non-members \$1295+gst

***NOTE: Early Bird discount of \$100 until September 4, 2018 (reduces fees to \$1095/\$1195)**

This workshop:

- Is an optional 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 16 CPHR Continued Professional Development Hours by CPHR Manitoba.

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