

crucial
accountability™

Add-On TOOLS FOR ACCOUNTABILITY

Accountability issues such as lagging performance, quality and low morale can keep you from getting the results you need. Crucial Accountability presents a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency and reducing resentment.

Presented by:



In partnership with:



UNIVERSITY
OF MANITOBA

Extended Education

Crucial Accountability Add-On

Friday, December 6, 2019 - 7:45 a.m. to 5:00 p.m.

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

COURSE PRE-REQUISITE: Crucial Conversations (two day course)

This one-day training course builds on the skills learned in Crucial Conversations and introduces a powerful set of new skills to resolve your most challenging accountability issues. It enables those who already have knowledge of crucial conversations skills to diagnose why someone keeps falling short of set expectations and then derive a plan that both motivates and enables the other person to successfully change his or her behaviours. These additional skills are perfect for crucial accountability discussions that seem resistant to dialogue skills alone. Workshop participants receive a copy of the book *Crucial Accountability* and a Workshop Toolkit.

Learn how to:

- Hold anyone accountable, regardless of position or personality.
- Begin any performance discussion on the right foot – avoiding defensiveness and costly arguments.
- Diagnose the underlying causes of misaligned or bad behaviour.
- Motivate without using power and enable without taking over.

Workshop Facilitator: Tamara Kerr, Leader of Tamara Kerr Consulting

Tamara is Managing Director, Vital Smarts Central Canada and Master Certified Trainer, Crucial Conversations®. She spent 15 years in senior leadership before becoming a consultant specializing in leadership development, coaching and team effectiveness. Praised for her engaging and warm facilitation style, she brings a lighthearted approach to training while being serious about the value of enhancing daily interactions. Tamara emphasizes the importance of a quantifiable impact beyond the training event with action plans for integrating skills to achieve results.

Course fees & Pre-requisite:

QNET / APICS / CPHR MB / MB Aerospace Members: \$745 + gst / Non-members \$865 + gst

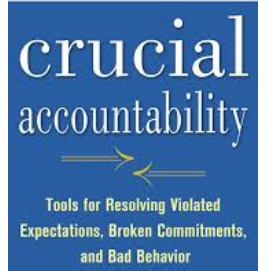
PRE-REQUISITE: Two day Crucial Conversations course (offered on December 4-5, 2019)

Course credits / professional development hours – this workshop is:

- An optional course in the QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Approved for 8 CPHR Continued Professional Development Hours by CPHR Manitoba.

THE NEW YORK TIMES BESTSELLER

UPDATED SECOND EDITION OF *CRUCIAL CONVERSATIONS*



PATTERSON • GRENNY • MAXFIELD • McMILLAN • SWITZLER
AUTHORS OF THE NEW YORK TIMES BESTSELLER *CRUCIAL CONVERSATIONS*

Register today at www.QNET.ca / For more information: mail@qnet.ca or (204) 949-4999