

**FY24**



**Crucial Conversations.**  
**FOR MASTERING DIALOGUE**

*A class that meets for five 3-hour sessions:*

**October 31, November 1, 7, 8, 14**

8:45 a.m.-noon—online

**January 10-11**

8:45 a.m.-4:45 p.m. – in-person

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**February 19-23**

1:30-4:45 p.m. –online

Crucial Conversations for Mastering Dialogue® is a class that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of the organization. By learning how to speak and be heard (and encouraging others to do the same), you will begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored, lead to strained relationships and dismal results. Whenever you are not getting the results you are looking for, it is likely a crucial conversation is keeping you stuck. Whether it is a problem with poor quality, slow response time, declining customer satisfaction, or a strained relationship—whatever the issue—if you cannot talk honestly with nearly anybody about almost anything, you can expect poor results.

*This class is included in four Learning Pathways: 1. Change Management: Moving to the Next Level, 2. Communication and Conflict, 3. Communicating Professionally in the Workplace, 4. Management*

**Upon completion of this class, you will be able to:**

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements

**And then, attend the follow-up class:**

*A class that meets for three 3-hour sessions:*



**Crucial Conversations.**  
**FOR ACCOUNTABILITY**

**May 28-30**

1:30-4:45 p.m.  
online

This class for graduates of Crucial Conversations builds on those skills learned in Crucial Conversations and introduces a powerful set of new skills to resolve the most challenging accountability issues.

Learn a step-by-step process for enhancing accountability, improving performance, and ensuring execution. By learning how to talk about violated expectations in a way that solves problems while improving relationships, you'll improve individual, team, and organizational effectiveness.

*This class is included in the Management Learning Pathway.*