

THE VITAL
SMARTS
APPROACH:
“MAKE IT SAFE”

crucial
conversations®

OPEN
DIALOGUE

crucial
accountability®

UNIVERSAL
ACCOUNTABILITY

TWO-DAY TRAINING EVENT

Crucial Conversations

1 Get
Unstuck

2 Start
with
Heart

3 Master
My
Stories

4 STATE
My Path

5 Learn
to Look

6 Make It
Safe I

7 Make It
Safe II

8 Explore
Others'
Paths

9 Move to
Action

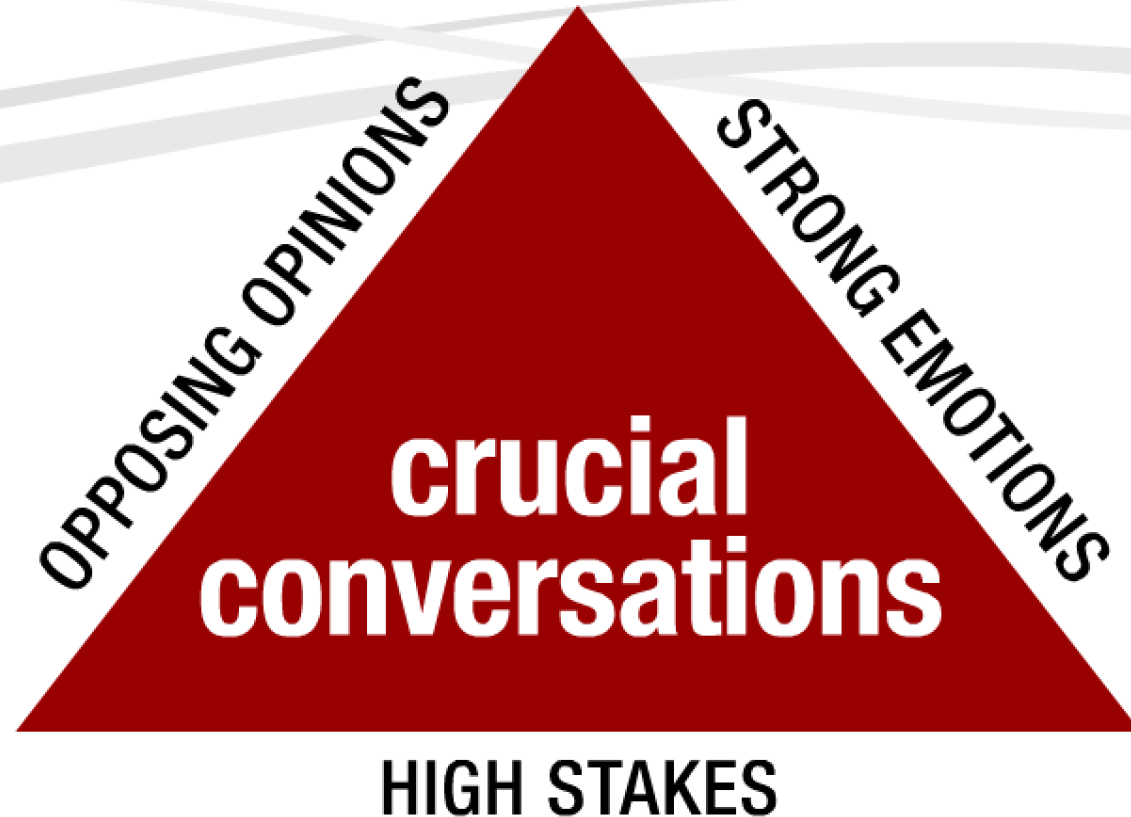
INTRO



HELP

What Makes a Conversation Crucial?

Three elements:



“Style Under Stress” assessment found in *Crucial Conversations* book

OPEN DIALOGUE

Skills to engage in open dialogue and gain alignment and agreement on important matters

PROBLEM We're all stuck or not achieving what we want in a variety of areas, ranging from awkward or failing relationships to dysfunctional teams to cost, quality, or safety problems at work.

SOLUTION Learn how to identify the crucial conversations that are the key to organizational, team, and interpersonal success.

While we are acutely aware of how others contribute to unhealthy conversations, we are often unaware of the ways in which

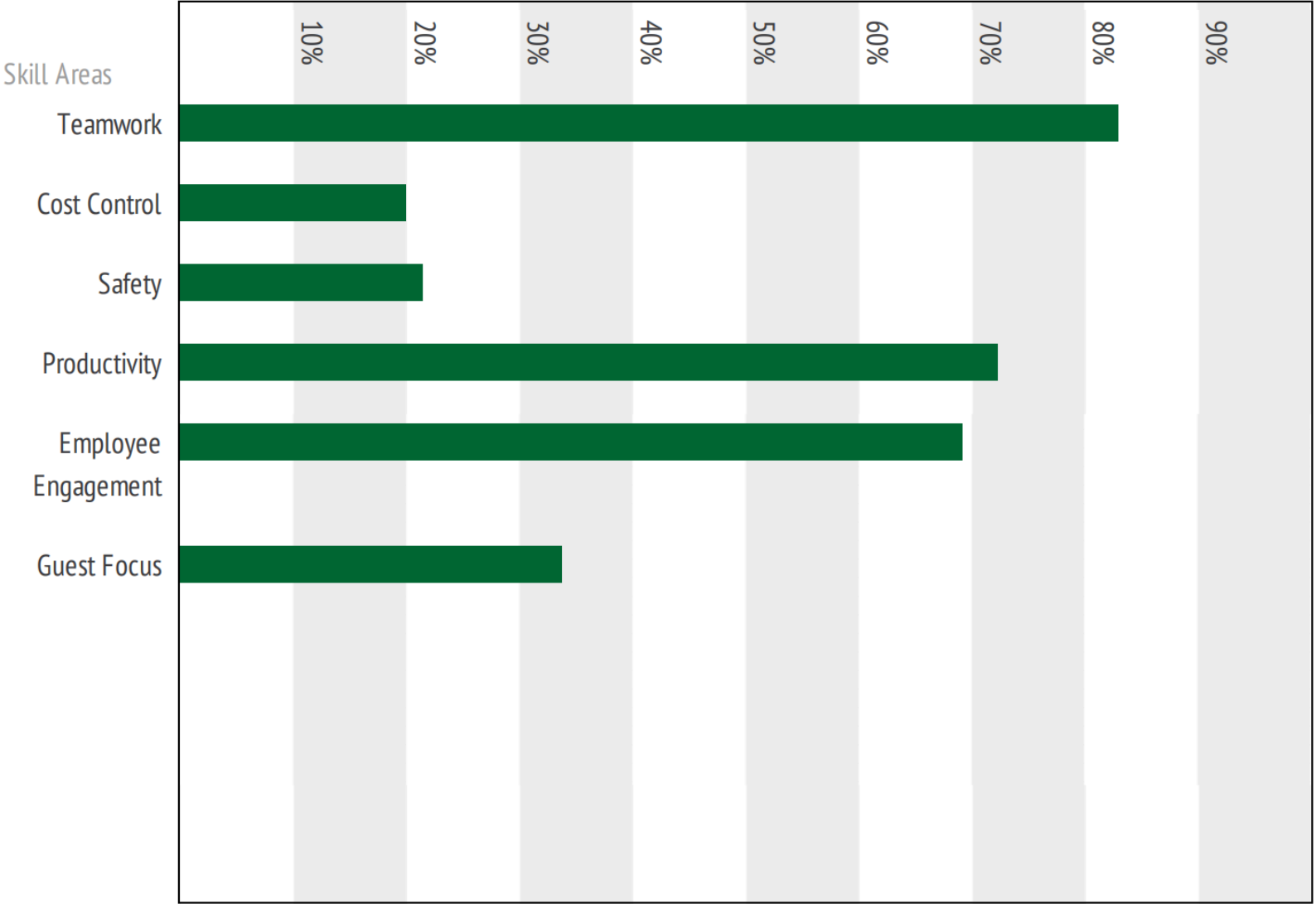
**WE ARE CONTRIBUTING
TO THE PROBLEM.**



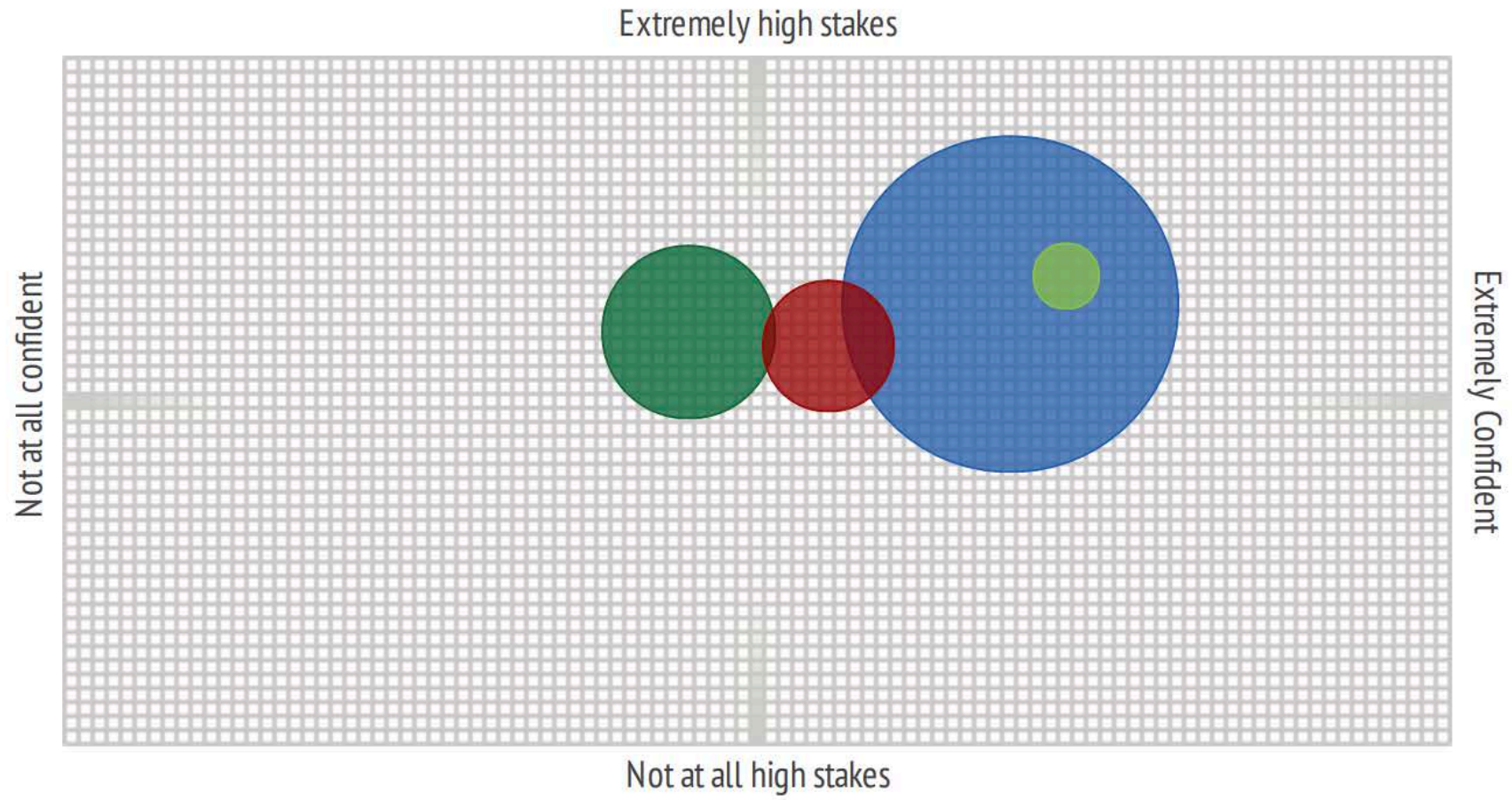
Do you believe the use of the skills as you've described has a positive impact in the areas below?(Mark all that apply.)

of responses

**I
M
P
A
C
T**



Who did this problem involve?



Survey 1

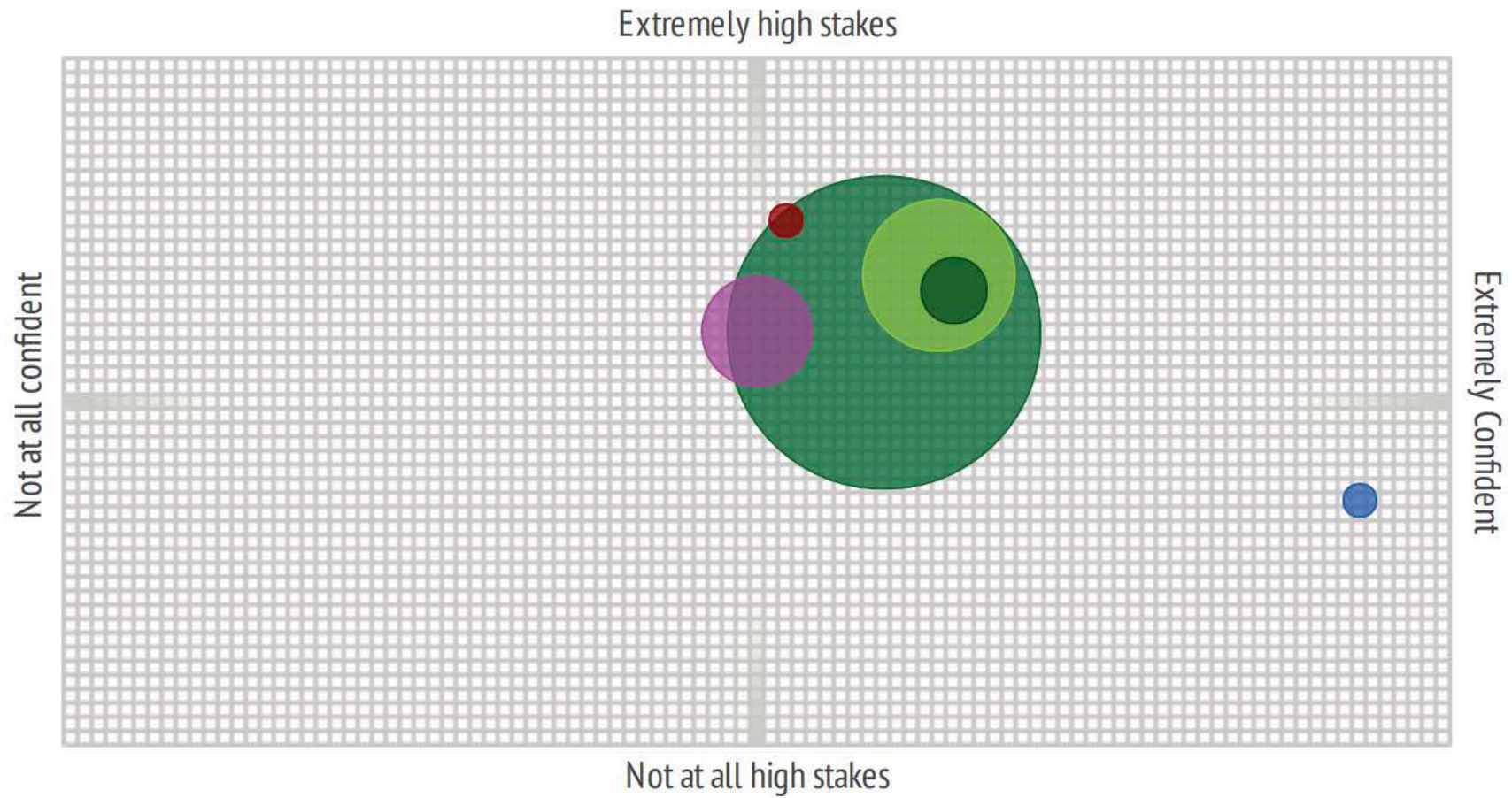
● Boss or Manager

● Direct Report

● Peer

● Customer

Which of these areas was impacted the most in the incident you described above?



Survey 1

- Teamwork
- Cost Control
- Safety
- Productivity
- Employee Engagement
- Guest Focus

Two colleagues and I were working on a project collaboratively, and differences in opinion were strongly and consistently voiced, causing the project to derail and become delayed. I got both colleagues together and we walked through the CPR steps, letting them voice their concerns to each other.

Utilized Make it safe with a direct report who felt she was the only employee pulling her weight. She was confrontational when interacting with other staff. I was able to discuss with her the need address a misunderstanding by creating a mutual purpose and coming up with new ideas to communicate

Cleveland Metroparks Staff Testimonials

I was having communication issues with an individual, it was hard approach them on some situations because they had preconceived ideas that we were targeting or picking on them for some reason. After a crucial conversation with them we were able to see each others perspective.

Had to have a coaching conversation with at direct report who can easily become agitated and defensive. The crucial conservation tools helped provide me with a framework of how to effectively handle the conversation for a win-win outcome.

THE KEY TO REAL CHANGE IS NOT JUST TO BUILD A GREAT PROCESS—IT'S FOR PEOPLE TO HOLD EACH OTHER ACCOUNTABLE TO USE THE PROCESS. AND THAT REQUIRES CRUCIAL CONVERSATIONS.

Ron McMillan

9 Move to Action

HOW TO TURN CRUCIAL CONVERSATIONS
INTO ACTION AND RESULTS

THE *NEW YORK TIMES* BESTSELLER

UPDATED SECOND EDITION

crucial accountability

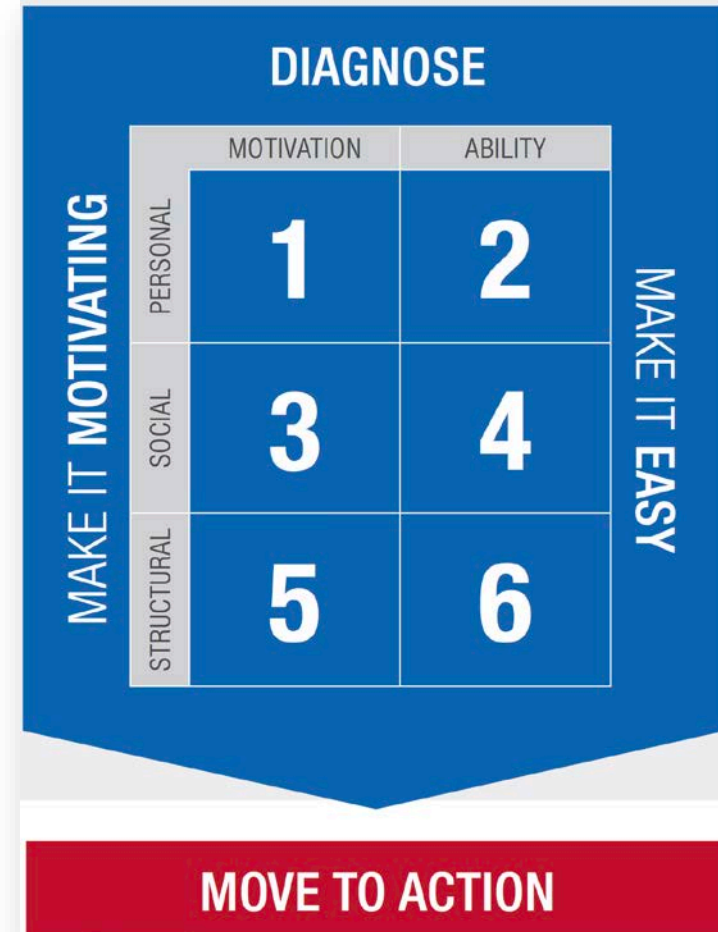


Tools for Resolving Violated
Expectations, Broken Commitments,
and Bad Behavior

PATTERSON • GRENNY • MAXFIELD • McMILLAN • SWITZLER

AUTHORS OF THE *NEW YORK TIMES* BESTSELLER *CRUCIAL CONVERSATIONS*

One Day Training Event



“Where Do You Stand” assessment found in the *Crucial Accountability* book.