U of U Pro-Ed
LUNCH AND LEARN
WHAT IS A CRUCIAL CONVERSATION?

• A discussion between two or more people where the stakes are high, opinions vary, and emotions run strong.
DIALOGUE IS THE DIFFERENCE

• Both individual and organizational success are largely determined by how quickly, directly, and effectively we speak up when it matters most.
• At the heart of healthy and high-performing organizations are people willing and able to hold Crucial Conversations.
PROBLEM
When it matters most, we often do our worst—we either don’t hold conversations, or we don’t hold them well.

SOLUTION
Learn to identify and hold the Crucial Conversations key to organizational, team, and interpersonal success.
WHAT’S WRONG HERE?

Anya, a project manager, has been asked by her manager, Kim, to come up with a timeline for a key project. Anya is meeting with Kim to review the timeline that she and her team have come up with. Watch this conversation and consider: If you were Anya, how would you feel? What would you be most concerned about?
WHAT MAKES THIS CONVERSATION CRUCIAL?

THREE ELEMENTS
WHAT MAKES THIS CONVERSATION CRUCIAL?

THREE ELEMENTS
WHAT ARE YOUR CONVERSATIONS?

PROFESSIONAL?

PERSONAL?
WHAT ARE YOUR CONVERSATIONS?

PROFESSIONAL

• People’s best ideas aren’t being heard and implemented.

• You aren’t given the resources you need to complete your objectives.

• You have a hard time saying no, even when you have too much on your plate.

• You continue to be at odds with other departments about strategy, plans, and resources.

• You are struggling to foster an inclusive and diverse workplace.
WHAT ARE YOUR CONVERSATIONS?

PERSONAL

• You and your significant other disagree about how to handle issues with your children.
• You and your neighbors are at odds.
• You disagree on politics or social issues with people you care about, and it’s straining the relationship.
• Your conversations with your kids always turn into a fight; you struggle to connect with them.
One of the costliest barriers to organizational performance is unresolved Crucial Conversations.
THE SOLUTION—MASTERING DIALOGUE

Master trainer Justin Hale explains what it takes to hold Crucial Conversations effectively.
8 SKILLS AND PRINCIPLES

• How to spot the Crucial Conversations that are keeping you from what you want.

• How to keep your strong emotions from taking control of the conversation and create emotions that will bring you into dialogue.

• How to start a conversation with respect and dignity.

• How to talk to anyone about almost anything.

• How to notice the signs that we and others are not in dialogue.

• How to find common ground, even when it seems impossible.

• How to listen and respond to others’ meaning.

• How to turn Crucial Conversations into action and results.
The capacity to master Crucial Conversations does not simply predict individual effectiveness—it is also one of the most potent drivers of organizational performance.
CULTURE CHANGE

“The health of any relationship, team, or organization can be measured by the lag between identifying and discussing problems.”

- Joseph Grenny
Co-Author, Crucial Conversations
SKILL BUILDING

Crucial Conversations gives people the skills to step into disagreement - rather than over it or around it - and turn disagreement into dialogue for improved relationships and results.
PERSONAL DEVELOPMENT

Crucial Conversations gives you the tools to handle life’s most difficult and important conversations. You’ll learn how to:

• Prepare for high stakes situations
• Transform anger and hurt feelings into powerful dialogue
• Make it safe to talk about almost anything
• Be persuasive, not abrasive
Crucial Conversations for Mastering Dialogue delivered both in person and virtually. Includes:

- Video-based instruction
- Extensive in-class practice
- Group discussion
- Personal reflection
LEARNING FORMATS

VIRTUAL

Monday - Friday
Feb 27 - Mar 3
6:00pm - 9:00pm

IN PERSON

Monday/Wednesday
March 20, 22
9:00am - 4:30pm
TAKE THE NEXT STEP

Attend a class, or bring Crucial Conversations to your organization, and discover why dialogue is the difference.