



THE CAPACITY TO MASTER CRUCIAL CONVERSATIONS DOES NOT SIMPLY PREDICT INDIVIDUAL EFFECTIVENESS—IT IS ALSO ONE OF THE MOST POTENT DRIVERS OF ORGANIZATIONAL PERFORMANCE.

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## Crucial Conversations Two-Day Agenda

Day One		
8:00 a.m.	Lesson One: <b>Get Unstuck</b>	<ul style="list-style-type: none"><li>• Spot the conversations that are keeping you from what you want.</li><li>• Avoid moving to silence or violence during crucial conversations.</li><li>• Share facts, ideas, feelings, and opinions candidly and honestly.</li></ul>
9:30 a.m.	Break	
9:45 a.m.	Lesson Two: <b>Start with Heart</b>	<ul style="list-style-type: none"><li>• Identify your own Style Under Stress and manage it.</li><li>• Stay focused on what you really want and maintain dialogue.</li><li>• Understand how motives change when conversations turn crucial.</li></ul>
11:00 a.m.	Break	
11:15 a.m.	Lesson Three: <b>Master My Stories</b>	<ul style="list-style-type: none"><li>• Stay in dialogue when you're angry, scared, or hurt—"think" your way to the root cause of negative emotions.</li><li>• Discover your stories—how do you justify your behavior?</li></ul>
12:00 p.m.	Lunch	
1:00 p.m.	Lesson Three: <b>Master My Stories, cont.</b>	<ul style="list-style-type: none"><li>• Eliminate Victim, Villain, and Helpless Stories, and improve your results.</li></ul>
2:00 p.m.	Break	
2:15 p.m.	Lesson Four: <b>STATE My Path</b>	<ul style="list-style-type: none"><li>• Speak persuasively, not abrasively.</li><li>• Get your meaning across even with potentially threatening messages.</li></ul>
3:30 p.m.	Break	
3:45 p.m.	Lesson Four: <b>STATE My Path, cont.</b>	<ul style="list-style-type: none"><li>• Share strong opinions without shutting down contrary views.</li><li>• State your mind while making it safe for others to do the same.</li></ul>
5:00 p.m.	End of Day One	

Day Two		
8:00 a.m.	Lesson Five: <b>Learn to Look</b>	<ul style="list-style-type: none"><li>• Spot the warning signs that indicate safety is at risk.</li><li>• Notice various forms of silence and violence.</li><li>• Step out of a conversation and notice how to make it work.</li></ul>
9:30 a.m.	Break	
9:45 a.m.	Lesson Six: <b>Make It Safe I</b>	<ul style="list-style-type: none"><li>• Take steps to rebuild safety and return to dialogue.</li><li>• Talk about almost anything—without silence violence.</li></ul>
11:00 a.m.	Break	
11:15 a.m.	Lesson Six: <b>Make It Safe I, cont.</b>	<ul style="list-style-type: none"><li>• Use specific skills to keep everyone sharing information.</li></ul>
12:00 p.m.	Lunch	
1:00 p.m.	Lesson Seven: <b>Make It Safe II</b>	<ul style="list-style-type: none"><li>• Establish and maintain mutual purpose and mutual respect.</li><li>• Recognize when you're at cross-purpose.</li></ul>
2:00 p.m.	Break	
2:15 p.m.	Lesson Eight: <b>Explore Others' Paths</b>	<ul style="list-style-type: none"><li>• Use exploring skills to make it safe for others to speak up.</li><li>• Diffuse others' violence and eliminate silence.</li></ul>
3:45 p.m.	Break	
4:00 p.m.	Lesson Nine: <b>Move to Action</b>	<ul style="list-style-type: none"><li>• Put Crucial Conversations principles and skills together.</li><li>• Move from healthy dialogue to taking action and achieving results.</li></ul>
5:00 p.m.	End of Training	