

Crucial Conversations

2024



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.

The Crucial Conversations training teaches the skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of an organization.

By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas, make high quality decisions, and then act on your decisions with unity and commitment. In this training you will learn how to:

Speak persuasively, not abrasively

Foster teamwork and better decision-making

Build acceptance rather than resistance

Resolve individual and group *disagreements*

We look forward to having employees at any level within the organization (with supervisory approval) join us for this riveting training that will help facilitate results like quality, efficiency, satisfaction, teamwork, and relationships.

Space is limited, so please contact us right away to reserve your spot.



OPEN TO:

All County employees

COST:

Each department receives an allocation of 5% of their FTE staff annually at no cost, with a charge of \$275 per extra employee thereafter.

REGISTRATION:

Due to the cost of the training, employees should email the LearningInstitute@stancounty.com and include their supervisor for approval.

2024 Training Dates

TIME:

8:00 a.m. - 5:00 p.m.

WHEN:

Note: Each training is two full days in length. Participants must attend both days.

February 22nd & 23rd

County Center III, Tamara Thomas

March 8th & 15th

County Center III, Jackie Harris

April 8th & 15th

County Center III, Alvin Lal

June 11th & 18th

County Center III, Kristen Velarde

August 27th & 29th

County Center III, Jennifer Jacquez

November 7th & 14th

1010 10th St., Suite 1013, Sara Fearon



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FOR MASTERING DIALOGUE

