

FY25



A class that meets for five 3-hour sessions:

- December 2, 3 (8:45 a.m.-noon) and 4, 5, 6 (1:30-4:45 p.m.)
- June 9, 10, 11, 12, 13: 8:45 a.m.-noon

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. When handled poorly or ignored, these conversations 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.

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

Register in MC Learns in Workday.

