

Crucial Conversations®



Course Number:	MTS CC 101	Scheduled Sessions:
Cost Per Person:	\$300/Participating, \$600/Non-Participating	7/10 – 7/11/19
Eligibility:	Managers & Supervisors	8/13 – 8/14/19
Instructor:	Kim Hanson	9/19 – 9/20/19
Length:	8:30 am - 4:30 pm	11/5 – 11/6/19
Certificate Series:	Advanced Leadership Development Certificate	1/7 – 1/8/20
		2/5 – 2/6/20
		4/21 – 4/22/20
		6/4 – 6/5/20
Location:	Des Moines, Hoover State Office Building, Level A	

Overview:

Crucial Conversations® is a course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

Objectives:

- learn how to speak persuasively, not abrasively
- learn how to foster teamwork and better decision making
- learn how to build acceptance rather than resistance
- learn how to resolve individual and group disagreements