



Crucial Conversations Training

Does your organization suffer from taboo topics, deference, disagreement, analysis paralysis, information hoarding, office politics or alienation? Do you work with others who are hard to get along with, drag their feet, avoid tough issues, advocate their position excessively, respond poorly to pressure, easily become emotional or run away when disagreements arise? Then you, your team or your organization might need Crucial Conversations® Training.

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results.

Tools for Talking When Stakes are High

Discover how Crucial Conversations Training will drive change for good throughout your organization, enabling you to:

- › **Resolve disagreements**—accurately address concerns by talking respectfully, candidly and skillfully with someone in a safe way.
- › **Build acceptance rather than resistance**—give and receive feedback in a way that enhances relationships and improves results.
- › **Speak persuasively, not abrasively**—effectively talk about high-stakes, emotional and controversial topics.
- › **Foster teamwork**—get the right people involved in a way that supports better decision-making and assists with commitment and conviction.

More than one million people have been trained in Crucial Conversations and as a result, have experienced improved relationships and better results at work.

Organizational Benefits

Organizations around the world have turned to the award-winning Crucial Conversations Training to help improve bottom-line results like quality, efficiency, satisfaction and safety. Results may include:

- › Improved productivity and quality
- › Improved teamwork
- › Improved relationships
- › Improved performance
- › Improved efficiency
- › Available Training Options

Ready to see how Crucial Conversations can impact your organization? NC State Industry Expansion Solutions (IES) provides the delivery options and custom solutions that fit your needs—when and where you need it.

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Industry Expansion Solutions

Industry Expansion Solutions (IES) is the engineering-based, solutions-driven, client-focused extension unit of NC State's College of Engineering. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.

Grow Your Business With Confidence. Contact Us Today.

Visit our website: www.ies.ncsu.edu to find the IES Regional Manager nearest you. Contact us by phone: 1.800.227.0264 or email: iesservices@ncsu.edu

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