

# crucial conversations®

## Tools For Talking: When Stakes Are High

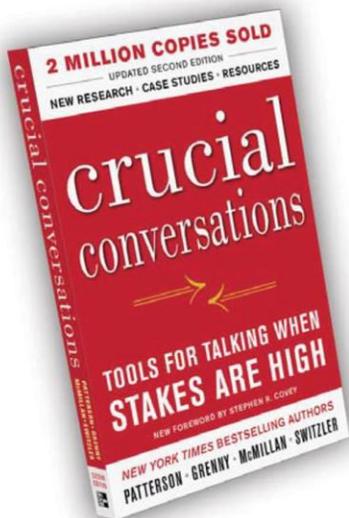
September 20<sup>th</sup> – 21<sup>st</sup>, 2016

8:30am to 4:00pm

**Richard Bolling Federal Building**  
601 E. 12<sup>th</sup> Street – 1<sup>st</sup> Floor OPM  
Kansas City, MO

**Registration Fee: \$299**

To Register, Visit:  
**KansasCity.FEB.gov**



Whenever you're not getting the results you're looking for, it's likely a crucial conversation is keeping you stuck. Whether it's a problem with poor quality, slow time-to-market, declining customer satisfaction, or a strained relationship—whatever the issue—if you can't talk honestly with nearly anybody about almost anything, you can expect poor results.

### What is Crucial Conversations Training?

Crucial Conversations is a two-day 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.

### What Does Crucial Conversations Training Teach?

- Crucial Conversations teaches participants how to:
- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements

*\*Each participant receives their own copy of the Crucial Conversations book, workshop toolkit, and a set of audio CDs with supplemental course material.*



**Greater Kansas City Federal Executive Board**

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