

Crucial Conversations

| | |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course Description: | This course teaches participants to achieve spirited dialogue at all levels in an organization to surface the best ideas, make the highest-quality decisions, and then act on decisions with unity and commitment. |
| Duration: | 14 hours |
| Audience: | WorkSource employees and partner staff |
| Objectives: | Upon completion of this course participants will be able to: <ul style="list-style-type: none">• 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 ensures better decision-making and guarantees commitment and conviction. |
| Authorization: | Administrators and supervisors manage employee registration, travel arrangements, and work schedules. |
| Prerequisites: | None |
| Refreshments/Meals: | On your own |
| Special Needs: | Notify us at ESD GP ECDD Training Academy if you need an accommodation. |
| Registration: | E-Train |
| Class Size: | Class limited to 25 participants. |
| Schedule: | ECDD Training Calendar Additional classes may be scheduled upon request. |