



This one-day program builds on the skills learned in Crucial Conversations and introduces a powerful set of new skills to resolve the most challenging accountability issues. With more than 30 original video clips of “before and after” situations and video-based instruction from the authors of *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*, this course will engage you with extensive in-class practice, group participation, and personal reflection as you explore and master these crucial skills.

8:00 AM	Lesson One Introduction	<ul style="list-style-type: none"> Identify the gaps that are keeping you stuck Review the Crucial Conversations skills you have already learned Apply the Crucial Conversations skills to new case studies
9:30 AM	Break	
9:45 AM	Lesson Two Describe the Gap	<ul style="list-style-type: none"> Remember to create safety Share what was expected vs. what was observed. Does the other person agree that there's a problem?
10:45 AM	Break	
11:00 AM	Lesson Three Diagnose	<ul style="list-style-type: none"> Understand what is causing the gap Is there a motivation barrier? An ability barrier? Both? Use the Six Sources of Influence to see how other people and things are impacting the gap.
12:00 PM	Lunch	
1:00 PM	Lesson Four Make It Easy	<ul style="list-style-type: none"> Understand and communicate constraints as you begin. Don't lead with your ideas; ask for others' ideas. Brainstorm ideas in all three sources of ability barriers.
2:00 PM	Break	
2:15 PM	Lesson Five Make It Motivating	<ul style="list-style-type: none"> Motivate others by identifying natural consequences of the gap. Explore all three sources of motivation. Make visible those consequences that may not be easily seen.
3:45 PM	Break	
4:00 PM	Lesson Six Move to Action	<ul style="list-style-type: none"> Turn solutions into actions. Close the gap for good.
5:00 PM	End of Training	

IN THE WORST ORGANIZATIONS
NO ONE HOLDS ANYONE
ACCOUNTABLE, IN THE
GOOD ORGANIZATIONS
THE BOSS HOLDS PEOPLE
ACCOUNTABLE, AND IN THE
BEST ORGANIZATIONS EVERYONE
HOLDS EVERYONE ACCOUNTABLE.

Al Switzler

The Crucial Skills Suite

Participants of this course must first attend Crucial Conversations Training. When you pair the two courses, you'll be able to resolve disagreements, hold others accountable, make better decisions, and take more committed actions. To learn more about the Crucial Skills Suite, call 1.800.449.5989 or visit us at www.vitalsmarts.com.

Trainer Certification

Use our trainer certification program and Trainer Suite to deliver the highest quality in-house training program available today. Take advantage of leader-led training as the most effective approach for helping employees acquire and retain new skills.

Participant Materials

- Crucial Accountability Participant Toolkit (113-page training workbook)
- Contract cards and model card
- A copy of the book *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*
- The Crucial Accountability Audio Companion
- A course completion certificate