



JOSEPH GRENNY

CRUCIAL CONVERSATIONS FOR LEADERS: TOOLS FOR TALKING WHEN STAKES ARE HIGH

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Problem-plagued organizations often share the same root cause: perplexed employees who aren't quite sure how to bring up touchy, controversial, and complex issues and resolve them. And when three key forces show up—strong emotions, differing opinions, or high stakes—key organizational results suffer. The right skills—can help organizations of any size reach dialogue and achieve impressive results.

After more than thirty years of research in two dozen industries involving more than 25,000 individuals, Joseph Grenny has observed leaders struggle with poor performance, stalled change initiatives, low productivity, strained relationships, and general lack of results. His observations confirm that leaders who avoid talking honestly with the right people about the right issues can expect poor results.

The authors of *Crucial Conversations* found that most of the time, the most influential people were indistinguishable from their peers. The breakthrough discovery came when the stakes grew high, emotions were strong, and opinions differed. In these crucial moments, top-rated leaders routinely employed skills that turned diverse thought into synergy and synergy into results by mastering crucial conversations.

Joseph will guide you through the steps to mastering crucial conversations and harnessing the power of turning every employee interaction into an experience that achieves synergy, alignment, and agreement. You will walk away from this program with a new set of high leverage tools to effectively achieve breakthrough results.

This program will help leaders:

- Develop the skills needed to step up to controversial and heated issues.
- Professionally discuss issues in a way that makes it safe for everyone to speak.
- Create an environment where people share their best ideas, make wise decisions, and then act with conviction.

Competencies Addressed: Communicates Effectively, Courage, Drives Results, Instills Trust, Manages Conflict

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Joseph Grenny is coauthor of four *New York Times* bestsellers and creator of four award winning training programs of the same titles—*Crucial Conversations*, *Crucial Accountability*, *Influencer*, and *Change Anything*. Over the past twenty-five years, Joseph has taught and advised thousands of leaders on every major continent from the boardrooms of Fortune 500 companies to the community of Nairobi, Kenya. He has been cited in every major newspaper including the *New York Times*, *Los Angeles Times*, *Washington Post*, and the *Wall Street Journal*. Joseph has appeared on hundreds of radio and television programs including the Today Show, ABC News, CNN, Bloomberg, and CNBC, and contributes regularly at Forbes.com.



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