

save - the - date!
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The Non-Profit Staff Development Coalition (NPSDC) <http://www.learningconnections.org/coalition/>

presents...

CRUCIAL CONVERSATIONS®

Wednesday | September 15, 2010 | 9:00am – 4:30pm

Location: The 2100 Building | 2100 24th Ave South | Seattle WA 98144

Workshop Objectives:

Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from poor productivity or declining quality to lack of teamwork or strained relationships—it's likely that you're experiencing the effects of a poorly held crucial conversation.

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.

Crucial Conversations® training teaches you how to achieve spirited dialogue at all levels in your organization; you'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement, and interpersonal communication.

Participants learn and will be able 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 ensures better decision-making and guarantees commitment and conviction.

(This workshop is designed for all staff.)

PRESENTERS: AMY DALY DONOVAN

WORKSHOP FEE

Coalition Member Organization

\$90 per participant [for 1-5 staff from member organization]

\$80 per participant [6 or more staff from member organization]

Non-Member Organization

\$120 per participant

Lunch will be on your own.

Continuing Education Units/Clock Hours

Participants can register for Highline Community College Continuing Education Units (CEUs).

The cost is \$10.00 per course. CEU forms are available at the workshop.

Free Clock Hours available at the workshop.

REGISTER ONLINE TODAY !! *(space is limited)*

To register online, go to: <http://www.learningconnections.org/coalition/workshops/2010/sep15>

Contact

For more information about this workshop, contact Anna McCain (206) 870-5908 or E-mail: amccain@highline.edu

A project of



The Center
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