

save - the - date!
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Non-Profit Staff Development Coalition (NPSDC) Workshop

www.learningconnections.org/coalition
in collaboration with Vital Smarts™

presents once again . . .

CRUCIAL CONVERSATIONS®

Friday | October 11, 2013 | 9:00 am – 12:30 pm

The 2100 Building | 2100 24th Ave. S. | Seattle, WA 98144

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 half day workshop introduces a set of tools that builds alignment, agreement, and interpersonal communication.

Participants will learn and 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

TRAINER: AMY DALY DONOVAN

WORKSHOP FEE

Coalition Member Organization

\$100 per participant [for 1-5 staff from member organization]

\$90 per participant [6 or more staff from member organization]

Lunch will be on your own.

Non-Member Organization

\$149 per participant

CONTINUING EDUCATION UNITS & CLOCK HOURS

Continuing Education Units: workshop certificate documents hours of instruction

Clock-Hour Forms: available free upon completion of the workshop

REGISTER ONLINE TODAY ! *Space is limited!*

To register online, visit: www.learningconnections.org/coalition/workshops/2013/oct11

For more information, contact: Anna McCain; phone 425-640-1424; email anna.mccain@edcc.edu

