

crucial
confrontations™

Crucial Confrontations

Tools for Resolving Broken Promises,
Violated Expectations, and Bad Behavior

Results Depend on **Accountability: Be Prepared**

Learn to **get past performance barriers** to your success by:

- ⇒ **Holding others accountable** to commitments.
- ⇒ **Getting to the root cause** of accountability problems.
- ⇒ **Addressing poor performance** effectively.
- ⇒ **Motivating others** without using power.

A crucial confrontation is a face-to-face interaction in which we hold another person accountable for a broken promise, a violated expectation, or bad behavior.

Accountability issues such as lagging performance, quality, and low morale can keep you from getting the results you need. Crucial Confrontations presents a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment.

Contact us to **book this speech today!**

Based on the *New York Times* bestselling book *Crucial Conversations: Tools for Talking when Stakes are High*, this presentation reflects over thirty years of research in real organizations. Use these skills to turn every disappointment or broken promise into an opportunity for enhancing accountability, improving performance, and ensuring execution.

Length: 1 to 3 hours

Audience: General to Executive level

