



## Crucial Conversations

### Program Outline

#### Overview

Some conversations are difficult at the best of times. Put the parties into a situation of turmoil and separate them physically, now you've got yourself a recipe for complete avoidance and/or disaster.

At Red Sky, we can help you upgrade your existing skills so that you can effectively conduct crucial conversations without the benefit of face-to-face contact.

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#### Topics

- Your mindset
- Their mindset
- Virtual considerations
- The Virtual Conversation – Red Sky's 5 Step Approach
- Your Crucial Conversation

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#### Outcomes

- Reduced "fear factor" around the conversation
- Greater control and confidence
- Resolve potential conflict earlier and protect relationships

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#### Duration

90 mins virtual program (with prework assignment)