



MANAGING PERFORMANCE IS MORE THAN A PROCESS—IT'S ABOUT PEOPLE

Sure, there are fancy software and tools to make performance management seamless and easy. But any manager who's struggled to close a massive performance gap or any employee who has ever walked out of an annual review feeling like they've just been processed rather than prioritized knows there's nothing easy about it. Deflated and disenchanted people don't improve, and neither do results.



In reality, performance management is about addressing your people's behavior routinely and consistently. It's about candidly coaching through challenges and holding people accountable for lapses in behavior. It's about identifying goals, fast-tracking careers, and in the process, improving your bottom line. These are dialogue skills—the difficult kind that may not come naturally, but when learned, mean the difference between managing people and managing process.

The good news is these accountability skills are replicable and learnable. **We're all just a few crucial skills away from learning how to manage people and performance daily and directly.**

The Crucial Conversations® for Accountability trainer certification process is designed to develop and support trainers. It begins with a two-day trainer certification course in which participants solidify content knowledge and learn high-leverage facilitation skills. The focus of the course is transference; everything we do during the trainer certification course teaches trainers what they need to do before, during, and after the course to help their learners master and use the skills.

Trainers completing Crucial Conversations for Accountability trainer certification can facilitate both the full course and the Add-On course in any format, including virtual and in person.

Course Details

The Crucial Conversations for Accountability in-person certification is a two-day course to help trainers facilitate Crucial Conversations for Accountability. The course includes video-based instruction, extensive in-class facilitation practice, and group discussion and coaching.

COURSE MATERIALS

Trainer guide (printed and digital)

Learner guide (printed and digital)

Crucial Conversations for Accountability on-demand license

Access to Certification Zone which includes Crucial Conversations for Accountability course content for in-person and virtual facilitation

NOTE: Once certified, you will need to purchase individual learner licenses for those attending your course. These include the bestselling book, a learner guide (physical or virtual), other materials needed to complete the course, and post-training resources. You can purchase these from your client advisor.

Day 1

9:00 a.m.

BECOMING A CERTIFIED TRAINER

What it Means and How it Works

TOOLS OF THE TRADE

Everything You Need to Get Started and Keep Going

10:30 a.m.

BREAK

10:45 a.m.

KNOWLEDGE CHECK REVIEW

Understand and Explain Content Clearly

CONTENT MASTERY

Lesson 1: Get Unstuck

Lesson 2: Master My Stories I

Lesson 3: Master My Stories II

12:00 p.m.

LUNCH

1:00 p.m.

FACILITATION MASTERY

Following the Script

2:30 p.m.

BREAK

2:45 p.m.

CONTENT MASTERY

Lesson 4: Start with Heart

Lesson 5: State My Path

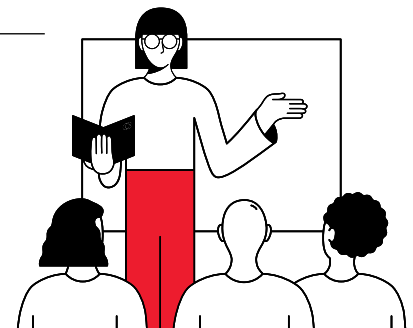
Lesson 6: Make It Safe

FACILITATION MASTERY

Setting Up Exercises

4:30 p.m.

END OF DAY ONE



Course Details



What's the next step?

If you could benefit from certifying in Crucial Conversations for Accountability, contact us today to learn more.

Call +91 844 8188 503 or visit us at cruciallearningindia.in

Day 2

9:00 a.m.

CONTENT MASTERY

- Lesson 7: Diagnose
- Lesson 8: Make It Easy

FACILITATION MASTERY

- Setting Up Videos
- Answering Tough Questions

10:30 a.m.

BREAK

10:45 a.m.

CONTENT MASTERY

- Lesson 9: Make It Motivating
- Lesson 10: Move to Action

FACILITATION MASTERY

- Final Teachback

12:00 p.m.

LUNCH

1:00 p.m.

FACILITATION MASTERY

- Final Teachback continued

2:30 p.m.

BREAK

2:45 p.m.

FACILITATION MASTERY

- Final Teachback continued

MAKING TRAINING STICK

- Training is an Event; Learning is a Journey

SUPPORT AND NEXT STEPS

- You've Got a Friend in Us

4:30 p.m.

END OF CERTIFICATION COURSE