

Message From A First Time Trainer

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crucial
conversations®



**CERTIFIED
TRAINER**

Setting-up For Success

Through training the Crucial Conversations® course multiple times over the past year, I have learned a few things in regards to explaining the course to participants. I hope to pass on some of these tips to help other trainers as they teach and apply the Crucial Conversations skills to their own classes.

Up front, I always try to orient the participants to the format of the two days and let them know about the unique media mix I'll be using. I'll tell them that the workshop offers a blended approach to address a variety of learning styles and describe the video vignettes, discussions, group exercises, times of reflection, and the author presentations.

I like to position the videos of Joseph Grenny as a helpful means to summarize a section and emphasize that these "talking head" presentations represent only about five percent of the training time. I then feel comfortable freely using the Grenny segments as a means to cover any gaps in my presentation and to reinforce key points. That way, no one will get concerned that they have traveled to a class to sit through extensive "talking head" training videos—they know what to expect.

Other Useful Tips

I try to take an extended break between each section (I present the course in two consecutive days). These are natural break points in the material and allow extra time for some folks to continue working on the end-of-module exercises.

Supplemental Resources

As a Crucial Conversations Certified Trainer, I have found supplemental background reading to be very useful. One book I find particularly worthwhile is Peter Senge's *The Fifth Discipline*. In his chapter on "mental models" he discusses action-learning and left-hand column thinking. Materials like these expand the discussion offered in the training materials and have also deepened my understanding of the concepts.

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