



Sample Evaluation Questions

Crucial Conversations Training

The following sample evaluation questions can be used or modified to further explore various crucial conversations issues. They can also be used to help track the improvements following training.

Possible Pre and Post Training Questions

Pre Training

7 point agreement scale (Strongly disagree, Disagree, Slightly disagree, Neutral, Slightly agree, Agree, Strongly agree)

I am confident in my ability to:

- a) Challenge even strongly held beliefs regardless of the level or position of the person I am speaking with.
- b) Raise even serious concerns with the performance or behavior of those in other departments or organizations in a productive way.
- c) Be completely candid with my supervisor about issues or concerns I have with him or her.
- d) Speak up or challenge views in high-stakes meetings.
- e) Challenge those who fail to meet commitments in a way that helps others improve performance.
- f) Influence others, even when the issue is very sensitive.
- g) Overall, I feel confident that I can communicate effectively even in very difficult situations.

Post Training

7 point improvement scale (Very much less, Much less, Slightly less, Neither more nor less, Slightly more, Much more, Very much more)

As a result of participating in Crucial Conversations Training, how much more confident do you feel in your ability to:

- a) Challenge even strongly held beliefs regardless of the level or position of the person I am speaking with.
- b) Raise even serious concerns with the performance or behavior of those in other departments or organizations in a productive way.
- c) Be completely candid with my supervisor about issues or concerns I have with him or her.
- d) Speak up or challenge views in high-stakes meetings.
- e) Challenge those who fail to meet commitments in a way that helps them improve performance.
- f) Influence others, even when the issue is very sensitive.

Sample evaluation questions

Designed to measure the specific application of the skills learned in Crucial Conversations Training (0-30 days post training).

Overall, I feel confident that I can communicate effectively even in very difficult situations. (7 point agreement scale)

The crucial conversations I face that are most important and/or most challenging are with (check all that apply):

- | | |
|----------------------|--|
| a) Direct supervisor | e) Direct Report |
| b) Senior manager | f) Another team/organization |
| c) Peer | g) Home (family member, friend, neighbor, community) |
| d) Customer/Supplier | |

Considering the crucial conversations in the previous question, how long has the longest of these issues gone unresolved?

- | | |
|-------------------------------|---------------------------|
| a) A week or less | d) Three months to a year |
| b) Between a week and a month | e) One to five years |
| c) One to three months | f) More than five years |

How significant is the impact of failing to resolve these concerns? Check all that are significantly affected by the crucial conversations you thought of in the previous question.

- | | |
|---------------------------------|------------------------------------|
| a) Quality of our work | f) Performance of the organization |
| b) Costs | g) My personal life |
| c) Productivity | h) My health |
| d) Morale/turnover | |
| e) Performance of our component | |

As a result of taking this course, I am better prepared to handle these crucial conversations. 7 point agreement scale

Sample evaluation questions

Designed to measure the specific application of the skills learned in Crucial Conversations Training (90 days post training).

The crucial conversations I have faced since the class that are most important and/or most challenging are with (check all that apply):

- | | |
|----------------------|--|
| a) Direct supervisor | e) Direct Report |
| b) Senior manager | f) Another team/organization |
| c) Peer | g) Home (family member, friend, neighbor, community) |
| d) Customer/Supplier | |

Considering the crucial conversations in the previous question, how long had the longest of these issues gone unresolved before you discussed it (or will discuss it if you haven't yet)?

- | | |
|-------------------------------|---------------------------|
| a) A week or less | d) Three months to a year |
| b) Between a week and a month | e) One to five years |
| c) One to three months | f) More than five years |

How significant is the impact of failing to resolve these concerns:

7 point significance scale (Very insignificant, Insignificant, Slightly insignificant, Neutral, Slightly significant, Significant, Very significant)

As a result of taking this course, I am doing a better job handling these crucial conversations. 7 point agreement scale

The benefits that have/will result from doing better at these crucial conversations include (check all that apply):

- | | |
|---|-----------------------------------|
| a) Better quality of work life/job satisfaction | e) Quality improvements |
| b) Improvements in employee engagement | f) Cost savings |
| c) Time savings | g) Strengthened relationships |
| d) Productivity/efficiency gains | h) Better overall quality of life |
| | i) Other benefits |

I am now discussing issues that I would not have done as well with prior to attending Crucial Conversations Training. 7 point agreement scale

The way I'm handling crucial conversations has made a significant difference in my effectiveness at work. 7 point agreement scale

The way I'm handling crucial conversations has made a significant difference in my effectiveness at home. 7 point agreement scale

Overall, the Crucial Conversations Training I attended has been valuable to me. 7 point agreement scale

As a result of participating in Crucial Conversations Training, how much improved do you feel in your ability to: 7 point improvement scale

- Challenge even strongly held beliefs regardless of the level or position of the person you are speaking with.
- Raise even serious concerns with the performance or behavior of those in other departments or organizations in a productive way.
- Be completely candid with your supervisor about issues or concerns you have with him or her.
- Speak up or challenge views in high-stakes meetings.
- Challenge those who fail to meet commitments in a way that helps them improve performance.
- Influence others, even when the issue is very sensitive.
- Overall, you feel confident that you can communicate effectively even in very difficult situations.

Other possible evaluation questions:

When I am given assignments that should be lower priority than others I am consumed with, I speak up about the conflict in a way that gets support for what needs to be done first. 7 point agreement scale

When others approach me with criticisms or suggestions, I listen openly and consider how I could do better. 7 point agreement scale

I share new ideas and challenge ineffective practices—both inside and outside my group—regardless of the level or position of the person involved. 7 point agreement scale

When I notice problems or risks, I take action to try to resolve them rather than immediately escalating them or waiting for someone else to notice. 7 point agreement scale

I speak up and challenge even strongly held beliefs if they represent obstacles to a breakthrough, regardless of the level or position of the person I am speaking with. 7 point agreement scale

When others ask me to do more detailed work than I think is necessary, I speak up about my concerns—regardless of the level or position of the person involved. 7 point agreement scale