

Crucial Conversations Update



What's New for 3rd Edition?

OVERVIEW: We're continually improving our training process to achieve better, more measurable, and more sustainable results. Changes to the training found in the new 3rd Edition are the results of continued observation and trainer recommendations. The changes are designed to improve the training experience for both Certified Trainers and participants.

The software platform for the Trainer Presentation has not changed. Certified Trainers who are familiar with v2.0 should be able to easily navigate the 3rd Edition Presentation.

Participant Materials Suite

- Content in the Participant Toolkit matches onscreen content completely so participants have access to the information for review after class.
- Tabs have been added for easy reference.
- New binding has storage for all ancillary materials and provides more protection in shipping and transport.
- A single-user license for the Mastery Mission is included with each Participant Toolkit.
- A Mastery Mission Introduction Card explains this exciting new follow-on tool.
- Redesigned Contract Cards come with a desktop display case to encourage frequent review.
- The *Crucial Conversations* book and Audio Companion are now packaged separately for easier distribution during class.

Trainer Suite

- Trainer Guide includes additional notes to help facilitate and debrief exercises, and to improve the overall flow of the training.
- Summary pages at the start of each lesson provide suggested timeframes for specific sections and additional space for notes.
- Removable tabs provide more space to add notes when preparing to teach.
- Additional materials:
 - Timing Overview Card: Suggested timing guide for training the course in two days
 - Trainer Reference: A guide for new trainers to use during Trainer Certification
 - Mastery Mission enrollment notepad
 - Mastery Mission Award: A sample of the award participants can receive when they complete the Mastery Mission
 - Decorative frame for the Certified Trainer Certificate
 - Crucial Conversations branded notebook and pen
- New attractive packaging that holds the complete Trainer Suite in one easy-to-carry box.

General Content

- In order to help participants tie each skill back to the Crucial Conversations Model, the following discussion questions have been added to the summary pages for Lessons 1–9:
 - What would you be seeing, hearing, or experiencing in the conversation that would indicate that you should use this skill set?
 - How do these skills help us add to the pool of meaning, make good choices, act with unity and conviction, and achieve the results we want?
- The Practice: structured rehearsals have been standardized to use the Initiator, Respondent, and Coach role play format. Practice scenarios are now included in the toolkit.
- Many video vignettes now have added pauses and are accompanied by suggested questions in the Trainer Guide.
- The Mastery Mission Introduction is now a key component of Lesson 10: *Move to Action*.
- Training has been streamlined to better accommodate those training the course back-to-back in two days.

Lesson-Specific Content

Note: The superscript following the page number refers to either Version 2 (2²) or the 3rd Edition (3³).

1. Get Unstuck

- New Icebreaker Exercise: *How did you get your way as a child?* (See Trainer Note on page 2³ of the Trainer Guide.)
- Moved Exercise: *Where Are We Stuck* (page 8²) to Skill #1 (combined it with Exercise: *Spotting Our Crucial Conversations*).
- Split Skill # 1 (“Spot The Conversations That Are Keeping You Stuck”) into two skills (“Identify Where You Are Stuck” and “Backtrack From Poor Results To The Conversations That Are Keeping You There”).
- Moved Exercise: *Spotting Company Crucial Conversations* (p12²) to the Team Application (page 24³).
- Moved the Acid Test to the Application at the end of the lesson (pages 23–25³).
- In order to keep the focus on expanding the Pool of Meaning instead of on addressing gaps, replaced CPR with Skill #3: “Step Out of the Content, Observe the Process, And Fix It.” (This includes a new Exercise: *What’s Going Wrong?*)
- Added example documented results of Crucial Conversations Training (page18³).

2. Start with Heart

- “Work on Me First” was changed from a skill to a principle.
- Removed the *Don’t Look at Me* story (page 32²).
- Changed *Three Steps to Get Back on Track* (page 36²) to four steps by adding first question: “What am I acting like I want?” (page 40³)
- Changed Exercise: *Bay of Pigs* to Exercise: *For Want of a Skill* (page 41²).

3. Learn to Look

- Removed *The Nerd Within* story (page 54²).
- Removed Exercise: *And You?* (page 58²).

- Changed Exercise: *Which Form?* (page 62²) to a discussion about which forms of silence and violence participants see most frequently in their organizations.

4. Make It Safe I

- Moved Suzie and Richard flirting video to the QuickStart.
- Modified Exercise: *What Makes It Safe?* (page 87³).
- Removed *The Amazing Corner Grocer* story (page 84²).
- Removed Exercise: *Purpose, Respect, or Both?* (page 89²).
- Changed teaching order for Skill #2—teach Contrasting first and then show the video.
- Removed Exercise: *How to Create a Contrasting Statement* (page 94²).
- Set the Practice up as a structured rehearsal with Initiator, Respondent, and Coach and included the scenarios in the toolkit.

5. Make It Safe II

- Changed the QuickStart exercise to *Fists of Fury* (page 114³).
- Set the Practice up as a structured rehearsal with Initiator, Respondent, and Coach and included the scenarios in the toolkit.

6. Master My Stories I

- Renamed Exercise: *Jerks, Idiots, and Morons to My “Difficult” Person* (page 133³).
- Removed Exercise: *Fact or Story?* (p122²).
- Changed Exercise: My Story to include only “Fact” and “Story”—not “Feeling” or “Action” (page142³).
- Removed Our Clever Little Dance story (page 125²).

7. Master My Stories II

- Removed the Practice (page143²).

8. STATE My Path

- Renamed Exercise: The “What” Skills (page165²) to *The Strange Three-headed Coworker* (page183³).

- Removed Exercise: *Sincere or Bogus?* (page169²).
- Set the Practice up as a structured rehearsal with Initiator, Respondent, and Coach and included the scenarios in the toolkit.

9. Explore Others’ Paths

- Removed video *Why Do You Believe That?* (page183²).
- Changed Exercise: *What’s the Hidden Truth?* (page184²) to a video exercise (page 208³).
- Changed Exercise: *Mirror, Mirror On the Wall* (page189²) to a video exercise (page 212³).
- Set the Practice up as a structured rehearsal with Initiator, Respondent, and Coach and included the scenarios in the toolkit.

10. Move to Action

- Added a general review to the beginning of the lesson (pages 230–231³).
- Identified four barriers to change with two skills and two recommendations to address them (pages 232–233³).
- Removed Exercise: *Decide How to Decide* (page 209²).
- Removed Exercise: *Holding Each Other Accountable* (page 214²).
- Added Recommendation #1: “Hold One Another Accountable” (page 239³).
- Added Recommendation #2: “Incorporate Crucial Conversations Skills into Your Daily Life” (page 240³).
- Added Exercise: *Know When to Use the Skills* (p240³).
- Removed Application: *Dialogue Mastery* (page 218²).
- Added Exercise: *Demonstrate the Skills* (page 243³).
- Added “Surviving the Decay Curve” (page 243³) and “Welcome to Mastery Mission” (page 244³).