



The Crucial Skills

Crucial Conversations® for Mastering Dialogue teaches nine powerful skill sets grounded in decades of social science research. Whether experienced on-demand, virtually, or in-person, the course helps learners develop these vital skills through instruction, application, practice, group discussion, and self reflection—not just theory—for lasting improvement.

Crucial Conversations for Mastering Dialogue Add-on takes a deep dive into the skills for turning disagreement into dialogue. It is a learning option for graduates of Crucial Conversations for Accountability. The Add-on course teaches skills 6 through 9.

“Crucial Conversations for Mastering Dialogue is one of the most powerful and useful tools I have ever used.”

Mike Miller
Director of Business Billing, AT&T

01

GET UNSTUCK

- Identify problems contributing to poor results and broken relationships.

02

MASTER MY STORIES

- Keep composure when feeling angry, defensive, or intimidated.
- Identify victim, villain, and helpless stories you might be telling yourself to justify behavior.

03

START WITH HEART

- Consider others’ perspectives and assume they have good reasons before speaking up.

04

STATE MY PATH

- Speak honestly and respectfully.

05

MAKE IT SAFE

- Recognize when you’re at cross-purpose and take steps to rebuild safety and return to dialogue.
- Find and cultivate mutual purpose with those who hold opposing viewpoints.

06

LEARN TO LOOK

- Spot the warning signs that indicate safety and dialogue are at risk.

07

SEEK MUTUAL PURPOSE

- Seek a purpose that both parties are committed to.
- Find common ground.

08

EXPLORE OTHERS’ PATHS

- Bring people back into dialogue when they clam up or blow up.

09

MOVE TO ACTION

- Turn each Crucial Conversation into a course of action that leads to results.