

crucial conversations®



Training Dates
Available

2018

August 29-30, 2018

State Office Building
2 Peachtree Street, NE
7th Floor – Room 440A-B
Atlanta, GA 30303

DESCRIPTION

Crucial Conversations training is a course in best-practice skills for successfully handling high-stakes interactions. The training equips participants with a set of tools and an action plan for building alignment, agreement, and interpersonal communication. Learn how to create conditions in which staff at all levels can speak with complete candor and respect.

- Sessions will last from 9AM - 4:30PM each day
- Please allow ample time for traffic and parking
- This is a two-day training session

TARGET AUDIENCE

Crucial Conversations® training is beneficial for all Division Leaders and Managers. However, the initial series of trainings will focus on State Office Leadership; District, Regional, and County Directors; OFI District and Regional Managers. Leaders will gain skills to create alignment and trust when decisions could impact outcomes for children and families. The Division's Executive Leaders and managers gain skills to influence the organization's culture and make the best decisions when allocating limited resources.

WHAT WILL YOU LEARN:

In Crucial Conversations you will learn to:

- resolve disagreements
- speak persuasively, not abrasively when opinions vary and emotions run strong
- understand your own style under stress
- separate facts under emotions
- clearly identify and express what you mean
- foster teamwork and create a safe environment for others to speak

Click Here to Register: [DFCS Crucial Conversations August 29-30, 2018](#)



Questions Regarding Course Content:

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