March 13, 2012 **– Dinner Meeting**

Crucial Confrontations:
Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior

WELCOME

A crucial confrontation is a face-to-face interaction in which we hold another person accountable for a broken promise, a violated expectation, or bad behavior. Accountability issues such as lagging performance, quality, and low morale can keep you from getting the results you need. Crucial Confrontations presents a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment.

In this presentation, you will learn the skills crucial to turning every disappointment or broken promise into an opportunity for enhancing accountability, improving performance, and ensuring execution.

1. How can you hold others accountable to commitments?
2. How can you get to the root cause of accountability problems?
3. How can you address poor performance effectively?
4. How can you motivate others without using power?

If you are responsible for developing talent in your organization, you will come away from this presentation with many techniques you can easily apply.

Specializing in training Crucial Conversations®, David has a unique ability to help teams implement crucial skills for increased communication, production efficiency, and collaboration. He has trained clients in a wide array of industries including non-profit, manufacturing, software, hi-tech, and government.

David brings an eclectic history of business experience to VitalSmarts. As an entrepreneur, he served as COO of a technology company, which gave him a unique understanding of high-impact crucial confrontations.

David's energetic training approach keeps participants active and motivated to practice the skills they learn. One client recently said, "David has great stories and energy. He is passionate about what he's teaching and it shows that he believes in these skills."

David Nelson

Event Details

Date: Tuesday, March 13, 2012

Agenda: 5:30 Networking and registration
6:00 – 6:30 Dinner
6:30 – 7:30 Speaker

Place: Courtyard Marriott Denver Cherry Creek 1475 South Colorado Blvd Denver CO 80222
303-757-8797

Investment: Early Bird
$30 members and $45 nonmembers

After March 5th
$40 members and $55 nonmembers

Register on the web or for questions email info@astdrmc.org or call 303-457-2119