

crucial
confrontations™

Crucial Confrontations

Tools for Resolving Broken Promises,
Violated Expectations, and Bad Behavior

Results Depend on **Accountability: Be Prepared**

Learn to **get past performance barriers** to your success by:

- ⇒ Holding others **accountable** to commitments.
- ⇒ Getting to the **root cause** of accountability problems.
- ⇒ Addressing **poor performance** effectively.
- ⇒ Motivating others without using power.

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.

Register Now!

Based on the *New York Times* bestselling book, *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*, this presentation reflects more than thirty years of research in real organizations. Use these skills to turn every disappointment or broken promise into an opportunity for enhancing accountability, improving performance, and ensuring execution.

January 11th 10 to 11:30 pm. 1 HRCI credit.

Please visit <http://montana.shrm.org> to register.

Contact Robert Farmer at robert.farmer@missoulafcu.org with questions.

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