



Crucial Conversations[®]

FOR ACCOUNTABILITY



MASTER PERFORMANCE DISCUSSIONS

provided by  REGION 11

Managing performance is more than a process—it’s about people. Effective performance management isn’t done with software and tools. It’s accomplished by respectfully addressing your people’s behavior routinely and consistently. It’s about candidly coaching through challenges and holding people accountable for lapses in behavior. It’s about identifying goals, fast-tracking careers, and in the process, improving your people and your bottom line. These are dialogue skills—the difficult kind that may not come naturally, but when learned, mean the difference between managing people and managing process.

THE MEASURE OF HEALTH

ACCOUNTABILITY AT WORK

Crucial Conversations for Accountability teaches a straightforward process for managing performance, strengthening trust and reliability, and eliminating inconsistency. It provides skills for holding peers accountable—regardless of position or authority.

When people at all levels of the organization have the skills to hold peers accountable, they’re better at correcting performance problems, preventing potential disasters, and preserving and strengthening relationships.

DECEMBER 1-2, 2024 -OR- FEBRUARY 10-11, 2025

Register for any of our courses at www.escl1.net and click on “Register” or contact Jennifer Baadsgaard at jbaadsgaard@escl1.net or 817-740-7640 for more information on a course given at your location.



Accountability In Action

Anyone who relies on the efforts of others to get things done will benefit from attending *Crucial Conversations for Accountability*. Individuals and organizations **report improvements in trust, ownership, engagement, performance, and more.**

TEAMWORK

Dallas Housing Authority eliminated silos between departments and helped employees take initiative to resolve conflicts with their supervisors.

SAFETY

Pride International improved their total incident rate by 55% and reported zero accidents that required employees to miss time on the job.

ENGAGEMENT

St. Joseph's Healthcare reported reduction in sick leave from 15 to 12 days per full-time employee, and employee satisfaction rates were 64% higher than provincial average.

EFFICIENCY

San Antonio School District saw a 50% drop in grievances.

TURNOVER

Orkin reported an 8% decrease in turnover, and Pride International decreased turnover by 40%.

Crucial Conversations for Accountability is available in the following learning formats:



ON-DEMAND

This self-paced course offers 6–8 hours of on-demand instruction and 60 days of access for public workshop participants or up to 12 months of access for private sessions.



VIRTUAL

Virtual, instructor-led learning is delivered in five 2.5-hour sessions.



IN-PERSON

In-person classroom training can be delivered as a two-day (12.5 hours) or one-day (7.25 hours) course.



BLENDED

Blend your preference of learning formats. For example, supplement on-demand learning with in-person or virtual instruction.

About the Book

With more than 700,000 copies sold, *Crucial Accountability* is the *New York Times* business bestseller that's transformed organizations and changed the way people communicate.

