



LIVE BROADCAST

***“CRUCIAL CONVERSATIONS:
TOOLS FOR TALKING WHEN STAKES ARE HIGH”***

Thursday, January 12, 2006

9:30 – 10:30 AM CT

10:30 – 11:30 AM ET

8:30 – 9:30 AM MT



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CRUCIAL CONVERSATIONS™ Tools for Talking when Stakes are High

Presenter:

David Maxfield, Director of Research, VitalSmarts



David Maxfield is the director of research for the VitalSmarts consulting firm, which conducted the Silence Kills: The Seven Crucial Conversations for Healthcare study showing that poor communication and collaboration among health professionals relates significantly to continued medical errors and staff turnover. He is currently leading a series of studies on the role crucial conversations play in organizations, teams and relationships. Mr. Maxfield did his undergraduate work at Haverford College and his doctoral work in psychology at Stanford University. Over the last 25 years, he has taught at Stanford and at Brigham Young University, and has consulted with more than 200 organizations.

Target Audience: Employees at all Levels

Program Overview: Crucial Conversations™ introduces the principles you need to handle crucial “conversations - principles” that if practiced will yield major improvements in areas like productivity, quality, safety, diversity, change management, and personal relationships. These principles also provide tools for “talking” when the stakes are high, emotions are strong, and opinions differ.

Crucial Conversations™ was developed by VitalSmarts after more than 25 years of research in two dozen industries involving over 25,000 individuals. Many companies in our industry have benefited from learning the Crucial Conversations™ skills. This program will focus on effective practices from leaders in our industry and key points to utilizing Crucial Conversations™ in handling the backlash from customers over winter gas prices. We will also explore scenarios and recommend responses for employees to use as job aids and refreshers during the winter.

Participants will be able to:

- Create and maintain healthy dialogue
- Speak persuasively, not abrasively
- Gain control and appropriate timing of emotional responses
- Influence others in a positive way
- Make it safe for others to be candid
- Improve collaboration and reduce conflict between teams and departments
- Interact effectively with any level of an organization
- Turn crucial conversations into action to get desired results

CTN would like to thank ALAGASCO for sponsoring this program

**For more information, contact:
Nadine Fred (972-620-4015) nfred@ctn-energy.org**

BIOGRAPHY

January 12, 2006

David Maxfield

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Sign – In

“CRUCIAL CONVERSATIONS: TOOLS FOR TALKING WHEN STAKES ARE HIGH” January 12, 2006

Site Coordinator _____

Company / City _____

	CPA only CPE √	Name (PLEASE PRINT)	Department	Title	Rec'd Handouts? √
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**Please return this evaluation form to your site coordinator ASAP.
Site Coordinator: Please fax sign-in and evaluations to 972-620-8518 or 620-1613.**

This form is provided for your convenience as a record of satisfactory completion of Continuing Professional Education

Name of Participant _____

Name of Program: ***CRUCIAL CONVERSATIONS: TOOLS FOR TALKING WHEN STAKES ARE HIGH***

Field of Study: Employees at all levels

Date Attended: ***January 12, 2006***

Program Coordinator: Natalie Corey, CTN Program Development Coordinator

Total CPE Credit Hours: **NASBA ID # 103239**
1 Recommended Hour
In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on 50-minute hour.

Authorized Signature: ***Tom Mulkey*** _____

Name

President of SGA _____
Title



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EVALUATION
**“CRUCIAL CONVERSATIONS: TOOLS FOR TALKING WHEN
STAKES ARE HIGH”**
January 12, 2006

We would appreciate your comments and recommendations concerning the value of the information presented:

1. How will this broadcast help you perform your job duties?

2. In your opinion, what were the strengths of this program?

3. In your opinion, what were the weaknesses of this program?

4. Your observations of the instructor's effectiveness (such as organization, presentation skills, pace).

5. General comments or recommendations on how to improve this program?

Please rate the next four questions from a high of “5” to a low of “1”

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| 6. | My overall satisfaction with the program was | 5 | 4 | 3 | 2 | 1 |
| 7. | As far as my job is concerned, the program content was | 5 | 4 | 3 | 2 | 1 |
| 8. | The extent to which my interest level was maintained was | 5 | 4 | 3 | 2 | 1 |
| 9. | The extent to which my positive expectations were met was | 5 | 4 | 3 | 2 | 1 |
| 10. | If you would like a follow-up Conference on this subject, please check | | | | <input type="checkbox"/> | |

Evaluators Signature: _____ Company: _____

**Please return this evaluation form to your site coordinator ASAP.
Site Coordinator: Please fax sign-in and evaluations to 972-620-8518.**



UPCOMING CTN BROADCAST

Thursday, February 16, 2006

9:30-11:00 AM CT / 10:30-12:00 AM ET/ 8:30-10:00 AM MT

**“STRATEGIES FOR LEADING THE
NEXT GENERATION OF WORKERS”**



Featuring: Cam Marston

Cam Marston has spent the last 10 years studying workforce dynamics, with a keen focus on how generational biases play out from the stock room to the boardroom. One of a handful of experts dedicated to conquering the generational divide, Cam has shared his insight with hundreds of organizations eager to make sense of the changing business landscape.

Target Audience: All leaders, managers, and supervisors

Program Overview:

The new emerging workforce will lead significant change in the workplace. The job market in most industrialized nations is begging for workers, and Generation X and Y employees have opportunities never seen before. Hear how you can thrive in the new marketplace.

Cam Marston will review the material from the successful CTN Program in 2005 “Managing and Motivating the New Generation of Employees” and give us some actions needed to “Motivate the New Generation of Workers: The Next Step”.

At the close of this presentation, you will have solid strategies for:

- Meeting the long and short term goals of each generation
- Understanding the motivating factors for each employee
- Becoming the boss your employees want to serve

CTN would like to thank PIEDMONT for sponsoring this program.

**For more information, contact:
Nadine Fred - 972-620-4015 - nfred@ctn-energy.org**

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