



Participant Preparation Sheet

Crucial Confrontations Training

equips participants with a straightforward step-by-step process for identifying and resolving performance gaps—those unpleasant realities standing in the way of organizational success.

Crucial Confrontations Training

is designed to give you skills and tools for holding others accountable in positive and productive ways. Throughout the training, you will have opportunities to apply **Crucial Confrontations** principles to the real challenges you face in your organization and in your life.

As part of the training, you will be asked to identify some specific situations to which you can apply the skills. This worksheet is designed to help you prepare for the training by thinking about some of these situations.

Please complete this worksheet and bring it with you to your **Crucial Confrontations Training**.

Part 1

Think of chronic problems that you face at work, with your family, your relationships, your work team, and your company. As you do so, it may help to ask the following questions:

What problems from work do I complain about to my spouse/friends?

Which people do I avoid at work and what do they do that frustrates me?

Am I working on projects or initiatives that I am know will not meet their targets/goals? Are there people whose behavior is contributing to those failures?

Am I more upset when I finish certain conversations than I was when the conversation started?

Do I interact with people who I would describe as disorganized, pushy, unreliable, insensitive, disrespectful, or dishonest? What specific actions or behaviors have I witnessed that lead me to these conclusions?

Part 2

Identify at least five chronic problems that you are facing.

1. _____
2. _____
3. _____
4. _____
5. _____

Part 3

Using the list above, select one or two problems that you would like to work on during the Crucial Confrontations training. You should choose a problem that:

- has been hard to resolve
- has lasted for a fairly long time
- you've been reluctant to confront
- won't really be resolved until you sit down and talk to the person causing the disappointment.

Place a check mark next to the problem(s) you would like to work with during Crucial Confrontations Training.