

# Post-Training Manager Template

*Your employee(s) just completed a very powerful learning experience in which they learned to achieve better results by holding effective crucial confrontations. Below is an overview of the skills and principles they learned during the workshop as well as several follow-up questions to assist you with your discussion.*

## **Please meet with your employee(s) after the training to:**

- Understand the skills they learned and what they will be doing differently as a result of the training.
- Ask them how they plan to apply the learnings to their job, the department, and the organization.
- Develop a plan for how you will hold them accountable for their commitments.
- Schedule time in a staff meeting for them to share their learnings with the rest of the team when they return from training.

## **Questions to ask to debrief your employee(s) after the training:**

- What are the one or two things you plan to do differently as a result of the training?
- How can you best apply the learnings to your job, department, and organization?
- How can I support you in your learnings? Are there any crucial confrontations that you need to have with me that would enhance our relationship and/or team results?
- Please schedule a time when you can share your learnings with the team.

## **Crucial Confrontations Skills and Principles**

As a result of Crucial Confrontations Training, participants will be able to:

- Learn how to confront the right problem.
- Find all the factors that are contributing to the problem.
- Make it safe to discuss almost any performance gap.
- Learn to help others want to take action.
- Make keeping commitments easy and (almost) painless.
- Stay focused and flexible when others get sidetracked, become emotional, or withdraw.