



Crucial Conversations

Certificate of Completion

OPEN
DIALOGUE

RESOLVE
DISAGREEMENTS

INCREASE
ACCOUNTABILITY

CREATE
ALIGNMENT

IMPROVE
DECISIONS

WILSON ZEHR

has completed **CRUCIAL CONVERSATIONS TRAINING**, a course in best-practice skills for successfully handling high-stakes interactions. The training experience equips participants with a set of tools and an action plan for building alignment, agreement, and interpersonal communication.

Kathryn Shorts & MJ Heather
Instructor

12/17/2019
Date



VitalSmarts®