



# An Introduction to Crucial Conversations Workshop

'Tools for talking when stakes are high'

# etmp

INSPIRE CHALLENGE EMPOWER

Dear Participant,

Thank you for registering for the online workshop of *An Introduction to Crucial Conversations*. We are excited to work with you and your colleagues at NIAA.

When stakes are high, opinions vary, and emotions start to run strong, casual conversations transform into crucial ones. Ironically, the more crucial the conversation, the less likely we are to handle it well. The consequences of either avoiding or fouling up crucial conversations can be severe. When we fail a crucial conversation, every aspect of our lives can be affected—from our careers, to our communities, to our relationships, to our personal health.

What we do know is that every participant involved in this workshop brings a lifetime of skills and experience to crucial conversations, some with amazing results and outcomes, while some have not worked out so well. As a workshop group we will examine the key guiding principles that helps navigate through crucial conversations and apply it to case-in-point 'live' workplace scenarios.

This workshop is designed and facilitated by ETMP and is based on the book *Crucial Conversations* (2<sup>nd</sup> Edition; Patterson, Grenny, McMillian & Switzler). As a workshop participant you will be able to access and download an E-Book copy of *Crucial Conversations* for your use and reference.

Lastly, the workshop you will be participating is the first of its kind to be delivered online. ETMP had great success in delivering this workshop, face-to-face, in all PM&C regional network offices in 2019. A workshop participant evaluation form will be undertaken at the end of Session 4 and is critical to the continued improvement of the online *Crucial Conversation Workshop* for future NIAA participants. We would value and greatly appreciate your response.

I look forward to meeting you – virtually.

Yours sincerely,

Duane Vickery  
Managing Director  
ETM Perspectives Pty Ltd



m: 0429 999 314  
e: [duane@etmp.com.au](mailto:duane@etmp.com.au)  
w: [www.etmp.com.au](http://www.etmp.com.au)  
sm: [@etmperspectives](https://www.instagram.com/etmperspectives)

  
PO BOX 66 KETTERING  
Tasmania 7155  
  
0429 999 314  
[duane@etmp.com.au](mailto:duane@etmp.com.au)  
[www.etmp.com.au](http://www.etmp.com.au)



## Acknowledgement

“ETM Perspectives (ETMP) acknowledges the generations of traditional custodians who continue to maintain cultural practices and a connection to this land on which we gather today. We also pay our respects to the elders both past and present and acknowledge their ongoing custodianship of this country.”

## Introduction:

ETM Perspectives:

- *Aboriginal & Torres Strait Islander/South-Sea Islander owned and operated pty ltd company*
- *Established to assist organisations/people to create a safe, effective and efficient workplace environment which enhances understanding, respect and productivity.*
- *Works extensively with Australian and Pacific Island governments, corporate businesses and community-based organisations assisting them to courageously navigate their way in the community and workplace environments effectively and respectfully.*

## ETM Perspectives Workshop Facilitators:

**Duane Vickery**

### OVERVIEW

---

Duane Vickery is a highly respected and sought after Indigenous and South Sea Islander educator, coach, facilitator, trainer and mentor in the field of leadership, community engagement and community/corporate governance. Duane has worked in the public and private sectors for over twenty years and has developed an excellent reputation for his passion, commitment and desire to see others excel and reach their full potential by working alongside others to build their capacity through a 'strengths-based' approach.

### INDUSTRY EXPERTISE, EXPERIENCE AND AREAS OF SPECIALISATION

---

Duane is a graduate of the Australian Rural Leadership Program (ARLP Course 10, 2004) and effectively utilises his well-established leadership skills and networks to assist in the development of others. He successfully completed the Australian Institute of Company Directors (AICD) course in 2003 and is a certified Cross-Cultural Facilitator.

Duane specialises in leadership development and governance facilitation, education, training and research. He is an adjunct lecturer in Multicultural Studies at Avondale College, NSW and is a former Director of Worawa Aboriginal College in Victoria.

In May 2013 Duane was awarded the Roberta Sykes Indigenous Education Foundation bursary to study at the Harvard University, Boston USA, where he successfully completed the executive education program 'The Art and Practice of Leadership Development'.

## **QUALIFICATIONS, ACCREDITATIONS AND CERTIFICATIONS**

---

- MPS, University of New England
- BEd, Avondale University College
- Dip Teaching, Avondale University College
- Australian Rural Leadership Program (ARLP Course 10)
- Cert IV in Indigenous Leadership, Australian Indigenous Leadership Centre
- Cert IV in Business (Governance), Australian Indigenous Leadership Centre
- MAICD
- The Art and Practice of Leadership Development, Harvard University USA

### **Danny O'Neill**

#### **OVERVIEW**

---

**Danny O'Neill** is a man who influences others through the power of inspired words and actions. Danny is a highly skilled communicator and facilitator who specialises in people development, community engagement and change leadership. Danny aims to inspire and challenge others to affirmative action with his charismatic and empathetic approach to diverse groups of people and organisations. Danny is proud of his South Pacific heritage; (Fiji, Rotuma and New Zealand) and coming from a large family; believes in the wealth of belonging, mastery independence and generosity. He believes in the power of story, lived experience and life-long learning.

#### **INDUSTRY EXPERTISE, EXPERIENCE AND AREAS OF SPECIALISATION**

---

Danny has over 30 years' experience in education, training and people engagement. He has held positions of executive leadership as well as managing and leading multi-disciplinary teams to perform under VUCA conditions.

Danny is a graduate of Avondale University College in NSW and has since developed his expertise by working in the field of youth and family welfare, justice and community development and trauma. He is a qualified trainer and educator in a variety of disciplines which aids in others personal change and in team development through transformation.

Danny has established a strong reputation as a skilled trainer, facilitator and personal coach/mentor within Commonwealth Government Agencies and NGO's. Danny's ability to establish trust, build safety and challenge humanely has seen him work successfully with ETM Perspectives in urban, regional and remote communities throughout Australia and in addition to the South Pacific. Community engagement, organisational reviews, cross cultural awareness and team building are just some of the work successfully engaged in.

In 2010 Danny was recognised for his unique, inspirational skill set and leadership approach by being selected as one of only ten leaders across the Australian national landscape in The Australian Newspapers 'Mercedes Benz Leadership Series.' He completed a scholarship study tour granted from Richmond Fellowship to study in South Dakota in cultural interventions based on the Lakota and Sioux Indian traditions of family, mastery and resilience.

## **QUALIFICATIONS, ACCREDITATIONS AND CERTIFICATIONS**

---

- Diploma of Teaching
- Diploma of Leadership and Management
- Graduate Certificate in Complex Trauma
- Certificate IV Youth Work Trainer
- RAP Train the Trainer
- Therapeutic Crisis Intervention Trainer
- Men's Behaviour Change Groups Certified Trainer
- Person Centered Counselling Certificate

### **Workshop Purpose and Objectives**

#### Workshop Purpose

- *To value-add to your current capabilities to recognise, hold and analyse crucial conversations*

#### Workshop Objectives

- *Recognise crucial conversations*
- *Reflect and analyse a crucial conversation*
- *Examine principles and tools for talking, listening and acting together*

#### What the workshop IS!

- **IS:** *An introduction to crucial conversations concepts, principles, tools and skills*
- **IS:** *An opportunity to value-add to your existing people engagement skills and abilities*
- **IS:** *About self-reflective practice on how you hold and analyse crucial conversations*
- **IS:** *About challenging your status quo – skills, attitudes, behaviours*
- **IS:** *About practice and progress, not perfection*

#### What the workshop IS NOT!

- **IS NOT:** *A one-day workshop to make you an expert in holding and analysing crucial conversations*
- **IS NOT:** *About changing other people's attitudes, behaviours and ways of engagement*

### **Workshop Design**

The workshop has been designed to:

- *Build upon participant knowledge and experience*
- *Undertake a 'Case in Point' application*
- *Have participants undertake self-reflective practice*
- *Be interactive through group discussion and peer coaching*
- *Follow a learning and development process of:*
  - *Foundation theory and discussion*
  - *Self-reflective practice*
  - *Case in Point application*
  - *Peer coaching*

## Course Program

### NIAA Cohort 1

Date	Session/Module	Time
Wednesday 22 <sup>nd</sup> July 2020	Session 1: Introduction and Scene Setting - <i>Foundational concepts</i>	10:30am-12:30pm
Friday 24 <sup>th</sup> July 2020	Session 2: Module 2: Start with Heart - <i>How to stay focused on what you really want</i> Module 3: Learn to Look - <i>How to notice when safety is at risk</i>	10:30am-12:30pm
Monday 27 <sup>th</sup> July 2020	Session 3: Module 4: Make it Safe - <i>How to make it safe to talk openly and honestly</i> Module 5: Master my Stories - <i>How to stay in dialogue when you're angry, scared and hurt</i>	10:30am-12:30pm
Wednesday 29 <sup>th</sup> July 2020	Session 4: Module 6: STATE my Path - <i>How to speak persuasively, not abrasively</i> Module 7: Explore Others' Paths - <i>How to listen when others blow up or clam up</i> Module 8: Move to Action - <i>Turning crucial conversations in action and results</i>	10:30am-12:30pm

### Workshop Evaluation

A workshop participant evaluation form will be undertaken at the end of Session 4. The workshop evaluation is critical to the continued improvement of the Online Crucial Conversation Workshop for future NIAA participants. We value and appreciate your response.