



**OPEN**  
DIALOGUE  
**RESOLVE**  
DISAGREEMENTS  
**INCREASE**  
ACCOUNTABILITY  
**CREATE**  
ALIGNMENT  
**IMPROVE**  
DECISIONS

# Crucial Conversations

## Certificate of Completion

V I R T U A L C L A S S R O O M

Danny O'Neill

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.

A handwritten signature in black ink, appearing to read "Joseph Grenny".

Joseph Grenny, Cochairman & Cofounder

February 18, 2021

Date



**VitalSmarts**®