



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

Duane Vickery

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®