

## Crucial Confrontations (CC)

**COURSE NUMBER**    **FAA01200031**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7251

### DESCRIPTION AND LEARNING STRATEGY

Confrontations are about in-the-moment face-to-face accountability. Crucial confrontations comprise the very foundations of accountability, and when they are handled poorly, they result in failed promises, missed expectations, lack of accountability, and bad behavior.

Crucial Confrontations Training was developed by VitalSmarts® to equip participants with a straightforward step-by-step process for identifying and resolving performance gaps—those unpleasant realities standing in the way of agency success. With a hands-on problem-solving approach, participants learn to enhance accountability, improve performance, and ensure execution.

### OBJECTIVES

- Resolve disagreements—accurately address concerns by talking respectfully, candidly, and skillfully with someone in a safe way.
- Build acceptance rather than resistance—give and receive feedback in a way that enhances relationships and improves results.
- Focus on the right problems—diagnose and address underlying personal motivation and ability issues, team breakdowns, or structural barriers and deficiencies.
- Speak persuasively, not abrasively—effectively talk about high-stakes, emotional, and controversial topics.
- Foster teamwork—confronts every broken promise or violated expectation in a way that not only solves the problem, but also strengthens relationships.

### KEY COMPETENCIES

- Accountability and Measurement
- Building Teamwork and Cooperation
- Communication
- Interpersonal Relations and Influence
- Problem Solving

This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7154** to discuss options.

### CLASS SIZE

18 participants

**LENGTH**    2 days  
 (8:00 a.m. – 5:00 p.m.)  
 16 hours

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY13 Schedule](#))

### WHO SHOULD ATTEND

All managers

### ENROLLMENT

To enroll, contact your line organization's training coordinator.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Constructive Conflict  
 Management  
 (FAA01318)

Influence, Inquiry &  
 Implications  
 (FAA01249)

Managerial Coaching  
 and Mentoring  
 (FAA01299)