



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

# Crucial Conversations

## Certificate of Completion

**Robert Blanchard**

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.

*Jamara Atkins*  
Instructor

9/25/14  
Date



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