

2018

crucial  
accountability®

Enroll in this one-day workshop to create a healthier, safer environment for you and your patients.

Participants must attend Crucial Conversations® before attending Crucial Accountability®.

Register online at [www.kchealthcareers.com](http://www.kchealthcareers.com). You must be an employee of a hospital in the Kansas City metropolitan area to participate in this program. Questions? Contact Kathy Nadlman at [nadmankathy@gmail.com](mailto:nadmankathy@gmail.com) or 913/681-5525.

The cost to attend is \$149, which includes all materials and lunches. The majority of the workshop costs is underwritten by the Kansas City Metropolitan Healthcare Council. If you register and cannot attend, you may send someone in your place.

Upcoming Workshop  
8:30 a.m. – 5 p.m.

June 21  
North Kansas City Hospital

Nov. 29  
Saint Luke's Health System  
Corporate Offices,  
Kansas City, Mo.

# Get Results With Crucial Accountability®

*tools for resolving broken promises and violated expectations*



## You Will Learn To:

- hold others accountable, regardless of position or personality
- address poor performance effectively
- diagnose the underlying cause of misaligned or bad behavior
- motivate without using power and enable without taking over

## Who Needs Crucial Accountability® Training?

This course is for you if you've been disappointed by others' performances and want to be able to hold them accountable in a firm, respectable manner. Crucial Accountability® training directly addresses gaps between expectations and performances with a model that ensures individual and team effectiveness. Create a culture where everyone speaks honestly, clearly and respectfully about violated expectations.

CEUs are available through the HR Certification Institute, IACET and CA Board of Registered Nursing.

## Introducing the Crucial Accountability® Companion Course

This course builds on the skills learned in Crucial Conversations® and introduces a powerful set of new skills to resolve your most challenging accountability issues once and for all. It enables those who already have knowledge of Crucial Conversations® skills to diagnose why individuals keep falling short of set expectations and then devise a plan that motivates and enables people to change their behavior.

## Why Do I Need These Skills?

Crucial Accountability® training helps you master a straightforward step-by-step process for identifying and resolving performance gaps,

strengthening accountability and eliminating inconsistency while improving your relationship.

Sponsored  
by the Kansas City  
Metropolitan  
Healthcare Council

For more information, contact Kathy Nadlman at [nadmankathy@gmail.com](mailto:nadmankathy@gmail.com).