



# Business Conversations



# BUILDING COMMERCIALLY SMART COMMUNICATORS

In today's fast-moving and commercially complex environments, technical expertise alone is no longer enough. Leaders and professionals need to understand how the business makes money, and be able to hold the conversations that protect, influence, and accelerate performance.

This one-day add-on to *Crucial Conversations® for Mastering Dialogue* brings these capabilities together. Participants connect financial understanding with real workplace conversations, using the *Bigger Bucks* business acumen simulation alongside proven dialogue skills, so decisions, discussions, and actions are aligned to business outcomes.



## WHAT IS BUSINESS CONVERSATIONS?

Business Conversations combines behavioural skill with business acumen - enabling organisations to move from safe dialogue to commercially impactful decision-making.

The program integrates two critical capabilities:

### Business Acumen Skills

Participants step into the role of business leaders, experiencing how their decisions impact:

- Cash flow
- Profitability
- Financial health
- Long-term performance

The simulation is activity-driven and discovery-based, helping participants understand how organisations generate value and which metrics matter most.

### Crucial Conversations Skills

Layered around the simulation is the practice and embedding of Crucial Conversations skills, enabling participants to:

- Speak up with commercial clarity
- Create psychological safety
- Navigate differing views
- Stay focused on shared results under pressure

# Course Details

*Business Conversations is a one-day add-on program to Crucial Conversations® for Mastering Dialogue training. Delivered in a classroom, the course encourages active learning through game play, group discussions, collaborative reflections, and dynamic idea generation. Through this program, participants learn how to connect financial understanding with real workplace conversations, so decisions, discussions, and actions are aligned to business outcomes.*

## COURSE MATERIALS

Learner guide

Game board

Question cards

Million-dollar blocks

## What's the next step?

Learn more about the knowledge developed in Business Conversations and how the training can benefit your organisation. Contact us today. **Call Josh on +61450800435 or visit us at [CrucialDimensions.com.au](http://CrucialDimensions.com.au)**

## GETTING STARTED

- Welcome and setting the scene
- Why Business Conversations for Crucial Conversations graduates?

## SESSION 1 - REFRESH CRUCIAL CONVERSATIONS (CC) SKILLS

- Identify which Crucial Conversations skills participants are having most problems embedding and revisit the principles and skills
- Brainstorm and discuss what are crucial business conversations and explore where participants are experiencing their poorest outcomes

## SESSION 2 - YEAR ONE BIGGER BUCKS SIMULATION

- Understanding business cycles, the value of customers, how money flows through a business and building profit margins
- Work through the Year 1 simulation activities and actions, complete the financial statements, discuss the results and write a management report

## SESSION 3 - REPORT RESULTS & CC PRACTICE SCENARIO

- Management is not happy with your team's results and are wanting to cut your resources – complete the scenario with Initiator, Respondent and Coach

## LUNCH

## SESSION 4 - YEAR TWO BIGGER BUCKS SIMULATION

- Decide on and implement Year 2 strategies, work through the Year 2 activities and actions, complete the financial statements and discuss the results

## SESSION 5 - CRUCIAL CONVERSATIONS PRACTICE SCENARIO

- Team members have differing views on the strategies selected and have unresolved agreement on the next strategies to implement - complete the scenario with Initiator, Respondent and Coach

## SESSION 6 - SCENARIOS, IDEAS, CONNECTIONS

- Practice more business scenarios - customised where possible
- Explore the ideation game, brainstorm and capture improvement ideas
- Build connections and actions to employ back to the workplace

## CLOSE