

Managing High Stakes Conversations

Dr. Christopher Cottrell

VitalSmarts® Small Business Partner & Crucial Conversations® Certified Trainer
International Mediator, Executive & Team Conflict Coach

Speaker

Chris brings humor, compassion, and brilliant insight to hard topics of conversation, engaging audiences of all sizes.

Available for keynote, break-out, or focus presentations, Chris can tailor the conversation by industry or audience.

Trainer

Crucial Conversations® teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics - at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

Chris teaches the two day Crucial Conversations® course at your facility or convenient off-site locations.

Consultant

Chris offers Conflict Coaching to business owners and managers through face to face meetings, weekly calls, and digital communication.

Mediation is available to executive staff one-on-one or for whole teams, managers, or managers and employees either on a half day or whole day basis.

A more extensive three month process integrates on-site visits two days per month in an Ombudsman or Mediator role that includes follow-up calls and emails.

As an Internal Ombudsman, Chris assesses team dysfunction and designs a conflict management system in a three to six month process.

Custom packages are easily designed to meet your specific needs.

"Chris not only has the education, experience, and expertise for dealing with difficult situations, he was 'made' for it in the way he interacts with people. Chris has a way of disarming people and situations that allows the best possible solutions to be explored by everyone."

-Dr. Greg Wiens, Leadership Catalyst

"If I am asked to recommend someone to mediate a personal, emotional situation, Chris is the only one I name."

Attorney April Nelson

"Chris teaches from the heart with practical applications that create peace and resolution in nearly impossible situations."

*Dr. Randall Spence,
Organizational Consultant*

Better Alignment & Better Conversations Lead to Outstanding Results



Improvements in Quality



Reduction of Grievances



Reductions in Turnover

Source: www.VitalSmarts.com/case-studies

Dr. Christopher Cottrell is a SB Partner and Certified Trainer with VitalSmarts® Crucial Conversations®. He also is a professional mediator in the Columbus, Ohio area. He has provided training nationally and internationally on the craft of mediation.

chris@crosspointceo.com

(937) 621-2162

www.crosspointceo.com

VitalSmarts®
CERTIFIED TRAINER

