

Title:	Crucial Conversations
Competencies Incorporated:	<ul style="list-style-type: none"> • Communication and interpersonal relations • Equity and diversity • Professionalism and leadership
Course Goals:	<p>A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—lead to strained relationships and dismal results. Crucial Conversations seeks to improve dialogue and engagement, create behavior change, and build high performance and culture in these situations.</p>
Course Objectives:	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • Identify the three elements that make a conversation crucial. • Explain the pool of shared meaning. • Define ‘silence’ and ‘violence’ as they relate to the pool of shared meaning. • Give ten examples of warning signs that communications are going in to ‘silence’ or ‘violence’ in yourself and others. • Use content, pattern, and relationship (CPR) to unbundle complex issues. • Assess your own style under stress and explain how it influences your communications. • Explain how unspoken motives affect conversation. • Use three skills to master your own stories and stay in dialogue when angry, scared, or hurt. • Share tough messages using the STATE skills. • Rebuild safety by using strategies that establish mutual purpose and mutual respect. • Address misunderstandings using the contrasting method. • Help others return to safety and join you in dialogue using the AMPP technique: ask, mirror, paraphrase, and prime. • Increase accountability in yourself and others after holding a crucial conversation.
Instructors:	<p>Robin (Brekke) Ertz, 515.294.6804 rertz@iastate.edu Julie Hlas, hlas@iastate.edu</p>
When & Where:	<p><u>FALL 2018</u> September 5 – 6; Ames, 4-H Building October 10 – 11; Dubuque County Extension Office November 7 – 8; Carroll County Extension Office</p> <p>(schedule continued on next page)</p>

	<p>SPRING 2019</p> <p>April 9 – 10; Mahaska County Extension Office May 14 – 15; Winnebago County, Waldorf College June 11 – 12; Ames, 4-H Building</p>
Time Requirement:	The workshop is 8:00am – 5:00pm for two consecutive days. Lunch will be on your own both days.
Who Should Attend:	All ISU Extension and Outreach employees, county council members, and volunteers
Course Benefits:	Crucial Conversations teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of the organization. By learning how to speak and be heard (and encouraging others to do the same), you’ll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.
Cost to Participants:	There is a \$250 registration fee which covers a pass through cost for materials. Participants will cover their own travel, meals, and costs of accommodations, if applicable. On workshop days, lunch will be on your own. Snacks and beverages will be supplied.
Prerequisites:	<ul style="list-style-type: none"> • There are no prerequisites to participate. • Those that have already participated and still have their own materials may register for a 2 day refresher at no registration fee. Please contact Robin (Brekke) Ertz for more information.
Format:	<ul style="list-style-type: none"> • Face-to-face workshop including video clips, extensive in-class practice, group participation, and personal reflection.
Equipment or Materials Needed:	<ul style="list-style-type: none"> • Nametag • Writing utensil (for use in the participant toolkit you will receive) • Highlighter (optional, but helpful) • Mindset for active participation
Enrollment Information	<ul style="list-style-type: none"> • Max enrollment is 24 • Minimum enrollment is 12