

<b>Title:</b>	<b>Crucial Conversations Refresher Series</b>
<b>Competencies Incorporated:</b>	<ul style="list-style-type: none"> <li>• Communication and interpersonal relations</li> <li>• Equity and diversity</li> <li>• Partnership development</li> <li>• Professionalism and leadership</li> <li>• Delivery of Programs and Educational Opportunities</li> </ul>
<b>Course Goals:</b>	<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>
<b>Course Context:</b>	<p>This series is based on the 2-day Crucial Conversations workshop. This is a follow up for those who have previously taken the workshop and will focus on participants' experiences using the lessons learned. Each monthly meeting will focus on a different lesson of the workshop.</p>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Participants must have already taken the 2-day in-person workshop.</li> <li>• Locate your original course materials for use.</li> <li>• Pre-work will require about one hour per session.</li> <li>• Equipment: virtual delivery will require internet access, a microphone (preferred – telephone alternate), and a camera (preferred - optional).</li> </ul>
<b>Format:</b>	<ul style="list-style-type: none"> <li>• <b>Flipped style</b>, meaning there will be (asynchronous) pre-work before the live session. Approx. one hour of review and prep work per session.</li> <li>• <b>Virtual</b> (synchronous) 50 minutes involving a short review of material and a lot of discussion and engagement.</li> <li>• Information to review will be sent out approximately one week ahead of each online, facilitated session.</li> <li>• <b>Sessions are related but independent. Sign up for as many (or as few) as fit your interest.</b></li> </ul>

<p><b>Series Objectives:</b></p>	<p><b>Overarching Objectives:</b> To revisit tools and strategies learned in Crucial Conversations and to discuss related ideas and experiences. Each session will focus on the original objectives for that topic (for reference purposes, they are listed here.)</p> <p><b>Session 1 – Get Unstuck (September 22)</b></p> <ul style="list-style-type: none"> <li>• Identify the three elements that make a conversation crucial.</li> <li>• Explain the pool of shared meaning.</li> <li>• Define ‘silence’ and ‘violence’ as they relate to the pool of shared meaning.</li> <li>• Use content, pattern, and relationship (CPR) to unbundle complex issues.</li> </ul> <p><b>Session 2 – Start with Heart (October 13)</b></p> <ul style="list-style-type: none"> <li>• Assess your own style under stress and explain how it influences your communications.</li> <li>• Explain how unspoken motives affect conversation.</li> </ul> <p><b>Session 3 – Master my Stories (November 10)</b></p> <ul style="list-style-type: none"> <li>• Use three skills to master your own stories and stay in dialogue when angry, scared, or hurt.</li> </ul> <p><b>Session 4 – State my Path (December 22)</b></p> <ul style="list-style-type: none"> <li>• Share tough messages using the STATE skills.</li> </ul> <p><b>Session 5 - Learn to Look (January 26, 2021)</b></p> <ul style="list-style-type: none"> <li>• Give ten examples of warning signs that communications are going in to ‘silence’ or ‘violence’ in yourself and others.</li> </ul> <p><b>Session 6 – Make it Safe I (February 23, 2021)</b></p> <ul style="list-style-type: none"> <li>• Rebuild safety by using strategies that establish mutual purpose and mutual respect.</li> <li>• Address misunderstandings using the contrasting method.</li> </ul> <p><b>Session 7 – Make it Safe II (March 23, 2021)</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain mutual purpose and mutual respect.</li> <li>• Recognize when you are at a cross-purpose with others.</li> </ul> <p><b>Session 8 - Explore Others’ Paths (April 13, 2021)</b></p> <ul style="list-style-type: none"> <li>• Help others return to safety and join you in dialogue using the AMPP technique: ask, mirror, paraphrase, and prime.</li> </ul>
<p><b>Facilitators:</b></p>	<p>Robin Ertz (<a href="mailto:rertz@iastate.edu">rertz@iastate.edu</a>) and Julie Hlas (<a href="mailto:hlas@iastate.edu">hlas@iastate.edu</a>)</p>
<p><b>Where:</b></p>	<p>Virtual - online</p>

<b>Time Requirement:</b>	For each session: About 1 hour of pre-work and 50 minutes of meeting time
<b>When:</b>	<b><u>FALL 2020</u></b> 1) Session 1 – Get Unstuck - September 22, 1:30 – 2:20pm 2) Session 2 – Start with Heart – October 13, 1:30 – 2:20pm 3) Session 3 – Master my Stories – November 10, 1:30 – 2:20pm 4) Session 4 – State my Path – December 22, 1:30 – 2:20pm  <b><u>SPRING 2021</u></b> 5) Session 5 – Learn to Look – January 26, 1:30 – 2:20pm 6) Session 6 – Make it Safe – February 23, 1:30 – 2:20pm 7) Session 7 – Make it Safe II – March 23, 1:30 – 2:20pm 8) Session 8 – Explore Other’s Paths – April 13, 1:30 – 2:20pm
<b>Who Should Attend:</b>	Anyone who has previously taken Crucial Conversations.
<b>Cost to Participants:</b>	There is no cost to register.