IMPORTANT ANNOUNCEMENT FROM HUMAN RESOURCES

Crucial Conversations Training and Training Schedule

Presented as a partnership by Human Resources and the Ombuds Office

What is a Crucial Conversation?
A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored, cause teams and organizations to get less-than desirable results.

Crucial Conversations Training/Background
Drawing on 30 years of research, our award-winning training teaches you how to achieve spirited dialogue at all levels in your organization; you’ll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement, and interpersonal communication.

Course Description
Crucial Conversations Training teaches skills for communicating when stakes are high, opinions vary, and emotions run strong. Put our award-winning training to work and you’ll be able to surface the best ideas, make high-quality decisions, and act on those decisions with unity and commitment. This course will teach you the techniques of how to deal with difficult situations such as:

• People who cannot resolve conflicts or come to an agreement.
• People who withhold feedback and important information from management.
• There are undiscussable issues.
• You do not know how to start a tough conversation.
• The environment seems emotional and political.

Cost: $195.00 to cover course materials

Registration: In order to proceed with registration, please have the approval from your department Administrator/Chair or designee and they can forward a speed type where your course materials will be charged.

To register, please contact Shelly Crowley 303-315-2052 or by email, shelly.crowley@ucdenver.edu

Duration: 16 hours (split into 2 eight hour days or 4 four hour days)
## Dates:

<table>
<thead>
<tr>
<th>Session</th>
<th>Class Dates</th>
<th>Class Time</th>
<th>Location</th>
<th>Registration Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>TBD</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sam John  
**Director, Organizational Relations, Learning & Development**  
Phone: (303) 315-2737  
[sam.john@ucdenver.edu](mailto:sam.john@ucdenver.edu)