Crucial Conversations Training
June 2017

Presented as a partnership between Human Resources and the Ombuds Office

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: $265.00 to cover course materials (non-refundable)

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 follow the instructions below. For questions, please contact Ziad Rashad at 303.315.2705 or HR.TrainingRegistration@ucdenver.edu.

Duration: 16 hours (split into 3 days)

<table>
<thead>
<tr>
<th>Dates</th>
<th>Time</th>
<th>Campus</th>
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<tbody>
<tr>
<td>June 12, 15, 19</td>
<td>10:00am-4:00pm</td>
<td>Denver</td>
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MORE DATES TO COME!!!
Registration for Crucial Conversations Upcoming Training Sessions

1. Sign into the UCD Access portal using your university username and password.

![UCD Access Portal](image)

2. Click on the “CU Resources” tab then on the “Training” tab located below. Under the “Training” tab click on “Start SkillSoft.”

![UCD Access CU Resources](image)

3. Click on “Catalog” located on the left hand side of your screen.
4. Click on the content folder labeled, “Instructor Led Training”


6. Under the “CU: Denver Human Resources” folder you will find the “CU: Crucial Conversations” course. To view the course sessions, move your cursor over the course title until you see the option for [Sessions] and then click on it.
7. Another window will open with the course sessions. To view the dates and times, click the link under the Session ID column for further information regarding the course dates and times.

8. Once you have determined which session you would like to attend, click the box “Enroll Me”
Scheduling Procedures for Crucial Conversations

University of Colorado Denver | Anschutz
Human Resources & Ombuds Office

I. Registration for participants

A. Registration is completed exclusively on SkillSoft with use of a speedtype. Trainers contact department administrators for final approval and use of speedtype.

B. Registration is typically capped at 24 participants per session, however, exceptions may be made by trainers on case-by-case basis. Registration is closed after this number is reached, putting future participants on a wait-list. This process is first-come, first-served basis.

II. Rescheduling for participants
A. Those participants who do not complete all sessions of Crucial Conversations will be allowed three future sessions to complete their training and are allowed to sign up with all other participants once registration begins. After three months during which training sessions are offered, should their training remain incomplete, they will be placed on a stand-by list and will be allowed to attend if registration is under maximum capacity.

B. Those participants who do not attend any of the Crucial Conversations sessions will be given six months to attend the training. Within this six months, should the participant be unable to attend, another person from their department may take their place, without an increase in cost. Should six months conclude without a participant from said department, the Crucial Conversations training program will consider the toolkit a donation to the program.