Crucial Conversations®

*Online Self-Paced with Tailored 1:1 Support and Coaching from UNM Ombuds*

**WHAT:** This course focuses on skills that foster open dialogue around high stakes, emotional, or risky topics. Learn how to speak persuasively, foster teamwork and make better decisions. Based on the best-selling book *Crucial Conversations*.

This Online Self-Paced Crucial Conversations® includes:
- Online self-paced class (about 8-10 hours of course work)
- Downloadable Toolkit (a reference guide to the online Crucial Conversations® content)
- Crucial Conversations® e-book
- 1:1 Ombuds coaching, support and check-ins

**WHEN:** Spring and summer 2020. You choose your start date.

**COURSE REQUIREMENTS:**
1. Attend a Kick-off Session via Zoom
2. Progress at your own pace, completing a minimum of 2 modules/week
   - There are 9 modules and the average person takes approximately 1 hour to complete a module.
3. When you have completed Modules 1-4, schedule a 1:1 Zoom meeting with Ombuds to review material, confirm understanding, and have 1:1 Q&A session (approximately 1 hour)
4. When you have completed Modules 5-8, schedule a 1:1 Zoom meeting with Ombuds to review material, confirm understanding, have 1:1 Q&A session, and do final preparations for a possible real-life conversation (approximately 1-2 hours)

**HOW:** E-mail Anne Lightsey (alight01@unm.edu) to receive a registration form.

**COST:** The course itself is free. To pay the $265/person materials fee (required by VitalSmarts, the organization who developed and has the copyright on the Crucial Conversations® material) there are 2 options.
1. The department may pay the $265 materials fee via an index number transfer, processed through Ombuds Services.
2. An individual may use tuition remission. This option is processed through UNM Continuing Education and with their administrative fee, the total, including the $265 materials fee, is $400. Course number is 22284.  [http://ce.unm.edu/professional/business/crucial-conversations.php](http://ce.unm.edu/professional/business/crucial-conversations.php)

**INSTRUCTOR:** Anne Lightsey, Associate Ombuds for Staff

**QUESTIONS:** Please contact Anne Lightsey, alight01@unm.edu