

Information and Enrollment Form for  
**Crucial Conversations**  
**for Mastering Dialogue®**

*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 for Mastering Dialogue® includes:

- Online self-paced class with 1:1 coaching and support from UNM Ombuds
- Downloadable Toolkit (a reference guide to the online Crucial Conversations® content)
- Crucial Conversations® e-book
- 1:1 Ombuds coaching, support, and check-ins

**WHEN:** You choose your Kick-off date

- Kick-off options are from 12:00-1:00 on the following dates (choose one):
- **2021:** Nov. 9, 2020; Dec. 8, 2020
- **2022:** Feb. 1; March 10; April 20; June 2; July 12; Aug. 10; Sept. 20; Oct. 20; Nov. 16; Dec. 13
- Complete the course within 90 days of your kick-off

**COURSE REQUIREMENTS:**

1. Attend a Kick-off Session via Zoom
2. Progress at your own pace, completing a minimum of 1 module/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 Anne Lightsey to review material, confirm understanding, and have 1:1 Q&A session (+- 1.5 hours)
4. When you have completed Modules 5-8, schedule a 1:1 Zoom meeting with Anne Lightsey 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)

**COST:** The class itself is free. To pay the \$250/person materials fee (required by Crucial Learning, the organization who developed and has the copyright on the Crucial Conversations for Mastering Dialogue® material) there are 2 options.

1. The department may pay the \$250 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 \$250 materials fee, is \$385. Link to register:  
<https://continuinged.unm.edu/search/publicCourseSearchDetails.do?method=load&courseId=1016335>

### **WHAT PARTICIPANTS ARE SAYING:**

- “I love feeling like I have the tools to actually have a crucial conversation.”
- “This training was especially helpful in helping me challenge my thought process.”
- “Having to meet with an Ombuds Practitioner and speak about my issues at hand transformed this course from a “I have to do this for work” into an actually helpful dialogue and communication; personalizing the course like that made me much more attentive and engaged with the material.”
- “I would recommend anybody take this course, it is helpful in all parts of daily life, including personal situations.”

**HOW TO REGISTER:** Complete and return the registration form below, *regardless of whether you are using tuition remission or not.*

# Enrollment Form

**FINALIZE ENROLLMENT:** To finalize your enrollment, complete and return this signed form to Anne Lightsey at [alight01@unm.edu](mailto:alight01@unm.edu) Any questions, please contact Anne.

## CONTACT INFORMATION

Name: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Department: \_\_\_\_\_

Job Title: \_\_\_\_\_

Select one:

I am:                      Staff                      Faculty Supervising Staff                      Other

If other, please explain:

## PAYMENT INFORMATION

Please indicate which payment method you are using

- 1) The department is paying the \$265 materials fee via an index number transfer, processed through Ombuds Services.

I give permission for Ombuds Services to charge the following department index number for the \$265 materials fee: \_\_\_\_\_.

Supervisor's Name and Title: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

- 2) I am using tuition remission and have registered via UNM Continuing Education.

## REFUND INFORMATION

I understand that if I withdraw from the class once the materials have been purchased that the materials fee is non-refundable.

**WHEN:** I will attend the following Kick-off session:

**AGREE TO COURSE REQUIREMENTS**

Please initial that you agree to each of the following components:

1. Attend 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 Anne Lightsey to review material, confirm understanding, and have 1:1 Q&A session (+- 1 hour)
4. When you have completed Modules 5-8, schedule a 1:1 Zoom meeting with Anne Lightsey 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)

Your signature and date: \_\_\_\_\_

**Thank you!**