

CRUCIAL CONVERSATIONS®

TOOLS FOR TALKING WHEN THE STAKES ARE HIGH

WHO: UNM staff, faculty who supervise staff, and their co-workers

WHAT: This 3-day workshop focuses on skills that foster open dialogue around high stakes, emotional, or risky topics—at all levels. Learn how to speak persuasively, foster teamwork and make better decisions. Based on the best-selling book *Crucial Conversations*®.

WHEN: Session options (must attend all 3 days of the session)

- Oct. 8, 15, 22, 2019 (Tuesdays) from 9:00-4:00
- Dec. 3, 10, 17, 2019 (Tuesday) from 9:00-4:00
- April 16, 23, 30 2020 (Thursdays) from 9:00-4:00
- June 10, 17, 24 (Wednesday) from 9:00-4:00
- July 15, 22, 29 (Wednesday) from 9:00-4:00

WHERE: UNM Main Campus, Ortega Reading Room (room 335, building 79)

COST: The 3-day training 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.
<http://ce.unm.edu/professional/business/crucial-conversations.php>

HOW: To register using department's index numbers, contact Anne Lightsey at Ombuds Services at alight01@unm.edu. To register using your tuition remission, visit UNM Continuing Education.

PARKING: Ombuds does not provide parking passes; participants may park at metered spots.

INSTRUCTOR: Anne Lightsey, Associate Ombuds for Staff

QUESTIONS: Feel free to direct questions to Anne Lightsey at alight01@unm.edu or 505.277.2993

WHAT PARTICIPANTS ARE SAYING:

- "I have learned things I didn't even know I needed but really do!"
- "Thank you so much for bringing this course to us. I loved everything about it."
- "Wonderful course. Wish it were required for everyone."