



FOCUSED TOOLS FOR TALKING WHEN STAKES ARE HIGH

Whenever you're not getting results, it's likely a crucial conversation is keeping you stuck. Whether it's a problem with poor quality, slow time-to-market, declining customer satisfaction, or a strained relationship—whatever the issue—if you can't talk honestly with nearly anybody about almost anything, you can expect poor results.

What Is Crucial Conversations® FOCUSED Training?

This one-day version of the Crucial Conversations course is a subset of the skills taught in the traditional two-day course. Participants learn skills for creating alignment and agreement by fostering open dialogue around high stakes, emotional, or risky topics—at all levels of the organization. Crucial Conversations FOCUSED provides greater flexibility to meet the demanding schedules and time restraints of busy teams and organizations. Trainers can now deliver these high-leverage skills across the entire organization through both the traditional two-day course and the FOCUSED one-day version.

What Does Crucial Conversations FOCUSED Teach?

Participants learn how to:

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements

What Is a Crucial Conversation?

A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—lead to strained relationships and dismal results. However, when you can speak and be heard (and encourage others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

Don't Take Our Word for It

More than 1.5 million people and 300 of the Fortune 500 companies have used our skills to improve their culture and create change for good.

Focused Crucial Conversations Course

December 8, 2017

7:30am—5:00pm

Instructors:

Chris Arnold, MS, RNC
Bala Bhagavath, MD

Location: Le Chase (G-9576)

Cost: \$250.00 Nurses, 8 CNE
\$260.00 Providers/APN, 8 CME)

Maximum capacity: 24.

To Register: <http://www.cvent.com/d/l5qfdr>

- Payment by credit card, check, or cash
- 312 requisition accepted for payment only, not tuition reimbursement.

Offline payments must be delivered to the Center for Nursing Professional Development, room 1-3241, within 7 business days of registering.

The University of Rochester School of Medicine and Dentistry is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Rochester School of Medicine and Dentistry designates this live activity for a maximum of 8.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The University of Rochester Center for Nursing Professional Development is accredited with distinction as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Cancellation policy: You may unregister yourself via Cvent until 7 business days prior to the class. In fairness to those on the waiting list, please try to avoid canceling last minute. If canceling less than 7 days prior to class, please notify Barbara Ferguson via email. You will be prompted to either send a participant in your place or pay a \$30 cancellation fee.

VitalSmarts®

