



Crucial Conversations[®]

FOR MASTERING DIALOGUE



HEALTHCARE

DIALOGUE IS THE DIFFERENCE

Every day, healthcare professionals make calculated decisions to not speak up. In fact, Crucial Learning research found that 84 percent of doctors and nurses have seen coworkers take dangerous shortcuts, and yet, fewer than one in ten voice their concerns. On the other hand, cultures of dialogue lead to significant reductions in medical errors, increased patient safety, higher productivity, and lower staff turnover.



WHAT'S 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. When conversations turn crucial, people tend to follow one of two ineffective paths: they either speak directly and abrasively to get the results they want but harm relationships, or they remain silent with the hope of preserving relationships only to sacrifice results.

But there's a better way. Crucial Conversations gives people the skills to step into disagreement—rather than over or around it—and turn disagreement into dialogue for improved relationships and results.

Crucial Conversations for Mastering Dialogue Healthcare is an engaging classroom course rich with group discussion, real-time practice, and group support and coaching. Delivered in one or two days, this in-person course offers the best in traditional learning and development.

Course Details

The in-person experience of Crucial Conversations for Mastering Dialogue Healthcare includes video-based instruction from Crucial Conversations experts, extensive in-class practice, group discussion, and personal reflection.

This course includes 27 practice scenarios and 12 videos set in clinical and healthcare office settings that address unique challenges healthcare professionals experience in their roles.

COURSE MATERIALS

Learner guide

Cue cards and model card

Copy of *Crucial Conversations: Tools for Talking When Stakes are High*

Course completion certificate

Six-week ongoing learning experience

This activity has been submitted to the American Association of Critical-Care Nurses for approval to award contact hours. The American Association of Critical-Care Nurses is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

Day 1

9:00 a.m. LESSON 1: GET UNSTUCK

- Spot the conversations that are keeping you from what you want
- Choose the right conversation to get unstuck

10:45 a.m. LESSON 2: MASTER MY STORIES I

- Learn where emotions come from and how to change them
- Take responsibility for the emotions you bring to the conversation by owning your story

11:15 a.m. LESSON 3: MASTER MY STORIES II

- Eliminate negative stories that impede conversations and results

12:00 p.m. LUNCH

1:00 p.m. LESSON 3: MASTER MY STORIES II, CONT.

- Eliminate negative stories that impede conversations and results

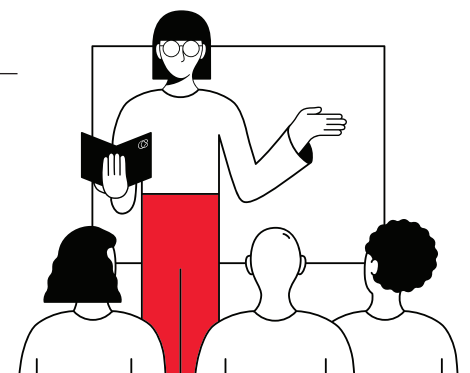
1:30 p.m. LESSON 4: START WITH HEART

- Stay focused on what you really want
- Lay a foundation of good intent

2:30 p.m. LESSON 5: STATE MY PATH

- Speak honestly and respectfully
- Share tough messages in a way that invites others into the conversation

4:30 p.m. END OF DAY ONE



Course Details

(continued)



What's the next step?

If your organization could benefit from the skills taught in *Crucial Conversations for Mastering Dialogue Healthcare*, contact us today to learn more.

Call 1-800-449-5989 or visit us at [CrucialLearning.com](https://www.CrucialLearning.com)

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Day 2

9:00 a.m. **LESSON 6: MAKE IT SAFE**

- Take steps to rebuild safety when others get defensive
- Talk with almost anyone about almost anything

10:45 a.m. **LESSON 7: LEARN TO LOOK**

- Notice the signs that people are not in dialogue
- Identify and manage your own Style Under Stress

11:30 a.m. **LESSON 8: SEEK MUTUAL PURPOSE**

- Recognize when safety is at risk because you're at odds

12:00 p.m. **LUNCH**

1:00 p.m. **LESSON 8: SEEK MUTUAL PURPOSE, CONT.**

- Find common ground even when it seems impossible

2:00 p.m. **LESSON 9: EXPLORE OTHERS' PATHS**

- Actively listen to understand the meaning behind others' emotions and actions
- Respond productively when someone initiates a Crucial Conversation with you

4:00 p.m. **LESSON 10: MOVE TO ACTION**

- Move from healthy dialogue to taking action and achieving results

4:30 p.m. **END OF TRAINING**

SIX-WEEK ONGOING LEARNING EXPERIENCE

- Retain learning and refine your skills
- Receive weekly email tips and prompts
- Watch videos on how to handle (and not handle) Crucial Conversations
- Read helpful articles from experts
- Access worksheets and job aids to help your daily application of the skills