

Q1. Professional Development Narratives – North Central Region

Subject Area #5: Communication & Interpersonal Skills

This topic includes any training relating to interpersonal communication, emotional intelligence, and writing. This includes but is not limited to topics related to communication during conflict, difficult conversations, communicating across differences, active listening and adapting to various communication styles. Writing topics could include writing basics such as the writing process, style, audience, organization, and mechanics for various genres of writing. This is inclusive of both nonacademic writing and communicating science to the public and academic writing, research and academic honesty. (Note: This is a broad topic that overlaps with other areas; when in doubt, please just add the training.)

Q2. Which state do you represent?

- Illinois
- Indiana
- Iowa
- Kansas
- Michigan
- Minnesota
- Missouri
- Nebraska
- North Dakota
- Ohio
- South Dakota
- Wisconsin
- Other:

Q3. Please provide your name.

First Name

Last Name

Q4. Please provide your email address

Q5. Provide a brief description of the professional development program that addresses Communication & Interpersonal Skills. [Less than 250 words.]

*If you do not offer training on Communication & Interpersonal Skills, please state that here, and return the survey.

Crucial Conversations is a course teaching skills/tools for creating a positive environment for dialogue. A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary and emotions are strong. When handled poorly or ignored, these conversations lead to strained relationships and dismal results. The workshop teaches participants to speak persuasively, not abrasively, foster teamwork and better decision-making, build acceptance rather than resistance, resolve individual and group disagreements.

Q6. Please provide a title (or short one-sentence description) that can be used to identify the training.

Crucial Conversations for mastering dialogue

Q7. Describe the intended audience for this training (e.g., is it part of on-boarding for all Extension staff, does it focus on staff with a certain level of experience, is it for specific program areas, are their elements designed for unique aspect of community/county-based educators versus state specialists, etc.). [Less than 100 words.]

All Extension and Outreach employees, county council members and volunteers

Q8. What are the core skills this training will instill in the audience? [Less than 250 words, and bulleted examples are encouraged.]

- Identify the three elements that make a conversation crucial. - Explain the pool of shared meaning. - Define 'silence' and 'verbal violence' as they relate to the pool of shared meaning. - Give ten examples of warning signs that communications are going into 'silence' or 'verbal violence' in yourself and others. - Use content, pattern, and relationship (CPR) to unbundle complex issues. - Assess your own style under stress and explain how it influences your communications. - Explain how unspoken motives affect conversation. - Use three skills to master your own stories and stay in dialogue when angry, scared, or hurt. - Share tough messages using the STATE skills. - Rebuild safety by using strategies that establish mutual purpose and mutual respect. - Address misunderstandings using the contrasting method. - Help others return to safety and join you in dialogue using the AMPP technique: ask, mirror, paraphrase, and prime. - Increase accountability in yourself and others after holding a crucial conversation.

Q9. Please check ALL key words that apply to this professional development opportunity.

- communication skills (personal/educator)
- communication skills (delivery programs)
- conflict (management/resolution)
- digital program delivery
- digital learning principles
- Diversity, Equity, Inclusion (DEI)
- evaluation
- facilitation
- goal setting
- leadership
- marketing

- mentorship
- needs assessments
- onboarding (included in general onboarding)
- orientation to CES (included in general onboarding)
- partners
- risk management
- reaching new audiences
- teaching skills/techniques
- volunteers (in delivering programs and teaching roles)
- volunteer (overall management and coordination)
- volunteer - systems
- other: [explain]

Q10. How is this training offered? [Check all that apply]

- Face-to-face / in person
- Live/interactive zoom/webinar (internet based, time-fixed, with the instructor)
- Asynchronous learning
- Other: Please describe:

Q11. Is this training open to other states/institutions?

- No
- Yes - How do other states/institutions access the training and describe any permissions that need to be obtained to utilize this training:

Q12. Is there a registration/tuition/fee to participants?

- No (please continue the survey)

Yes - Please describe the cost per person and if there are differences for out-of-state participants.

\$250 registration fee

Q13. Provide a website for additional information, if applicable.

<https://extension.iastate.edu/professionaldevelopment/crucial-conversations-0>

Q14. Provide a name and contact information of someone who can answer questions about this training.

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Location Data

Location: [\(42.0373, -93.6005\)](#)

Source: GeolIP Estimation

