



## New blended learning format:

- Includes self-paced learning and in person sessions
- Course structure over a 2-to-3-week period:
  - Kick off and wrap up meetings
  - 6-8 hours of on-demand learning
  - 4 to 5- 60 minute in person or virtual group sessions
- Benefits:
  - Relevant scenarios and additional resources
  - Allows for greater flexibility
  - Cuts learning into smaller chunks
  - Gives learners more practice
- Sessions:
  - \$200 cost per course
  - Participants will register in MyTrack
  - Department and group sessions available
- Department and Group Sessions available
  - Email Tiffany Lundy at [learning@uoregon.edu](mailto:learning@uoregon.edu) for more details



# Sample Schedule- 4 sessions over 2 weeks

---

Week 1	
Mon	Group session 1- virtual or in person
Tue & Wed	Learners complete individual assignments 2 hours of on demand individual learning
Thu	Group session 2- virtual or in person
Fri	Learners complete individual assignments 2 hours of on demand individual learning

Week 2	
Mon	Group session 3- virtual or in person
Tue & Wed	Learners complete individual assignments 2 hours of on demand individual learning
Thu	Group session 4- virtual or in person



## What Is Getting Things Done- GTD?

**A set of skills to help you be more productive and less stressed**



## Lesson Overview

1. Capture: Collect everything that owns a piece of your attention and direct items to a few chosen capture tools .
2. Clarify: Get your inbox to zero by deciding what your stuff means to you .
3. Organize 1: Utilize your calendar and lists in a way that works best for you .
4. Organize 2: Set up your system of lists and folders .
5. Reflect & Engage: Pause to reflect before you act so that you are focusing on the right priorities .
6. Renew through Review: Review weekly to align your daily actions with longer term goals .



1. **Get Unstuck**—Identify the right problem to discuss
2. **Master My Stories I**—Keep strong emotions from taking control
3. **Master My Stories II**—Create emotions that will bring you into dialogue
4. **Start with Heart**—Stay focused on what you really want
5. **State My Path**—Start a conversation with respect and honesty
6. **Make it Safe**—Create safety to discuss tough issues
7. **Learn to Look**—Notice the signs that people feel unsafe
8. **Seek Mutual Purpose**—Find common ground, even if it seems impossible
9. **Explore Others' Path**—Listen and respond to others' meaning
10. **Move to Action**—Turn a Crucial Conversation into actions and results





# LESSON OVERVIEW

1. **Get Unstuck**—Identify the right problem to discuss
2. **Master My Stories I**—Keep strong emotions from taking control
3. **Master My Stories II**—Create emotions that will bring you into dialogue
4. **Start with Heart**—Stay focused on what you really want
5. **State My Path**—Start a conversation with respect and honesty
6. **Make it Safe**—Create safety to discuss tough issues
7. **Diagnose**—What Caused the gap?
8. **Make It Easy**—How to make keeping commitments (almost) painless
9. **Make It Motivating**—How to help others want to take action
10. **Move to Action**—Turn a Crucial Conversation into actions and results



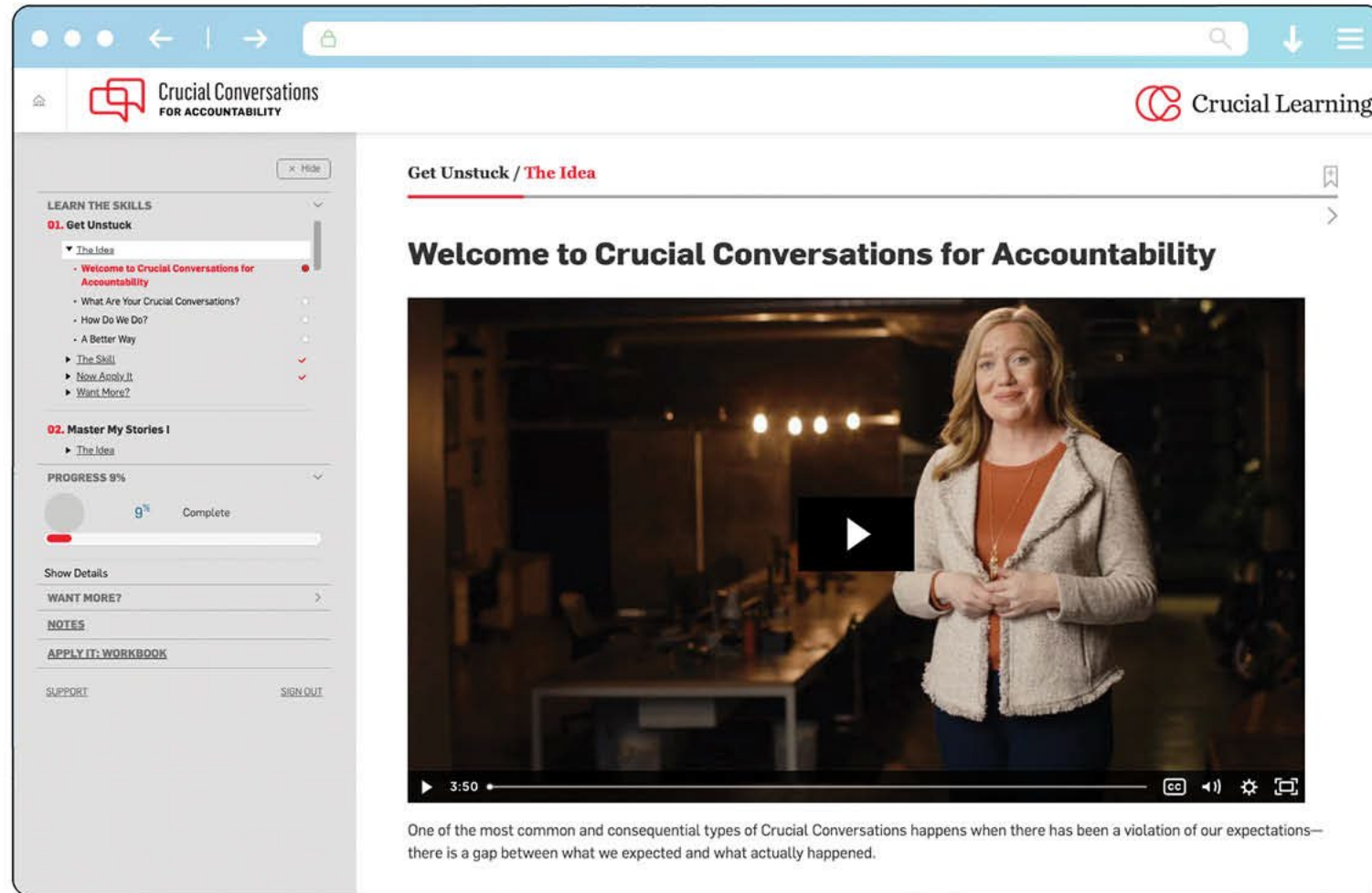
# On-demand learning

The next slides show examples of the on-demand portal.

The courses are structured in the following format.

- Introduction of the idea
- Development of the skill
- Application of the skill

# THE IDEA




The screenshot displays the 'Crucial Conversations for Accountability' course interface. The top navigation bar includes the course logo, a search icon, and a download icon. The main content area features a video player with a woman speaking. The sidebar on the left contains a 'LEARN THE SKILLS' section with a list of topics, a 'PROGRESS 9%' indicator, and links for 'Show Details', 'WANT MORE?', 'NOTES', 'APPLY IT: WORKBOOK', and 'SUPPORT'. The video player has a play button and a progress bar.

Crucial Conversations  
FOR ACCOUNTABILITY

Crucial Learning

Get Unstuck / **The Idea**

## Welcome to Crucial Conversations for Accountability




3:50

One of the most common and consequential types of Crucial Conversations happens when there has been a violation of our expectations—there is a gap between what we expected and what actually happened.





# THE SKILL

 **Crucial Conversations**  
FOR ACCOUNTABILITY

Crucial Learning

LEARN THE SKILLS

▶ The Idea

▶ The Skill

▶ Skill: Think CPR to Choose the Right Conversation

▶ Quiz: What Would You Talk About?

▶ Now Apply It

▶ Want More?

02. Master My Stories I

▶ The Idea

▶ Now Apply It

▶ Want More?

PROGRESS 8%

JJ 9% Complete

Show Details

WANT MORE?

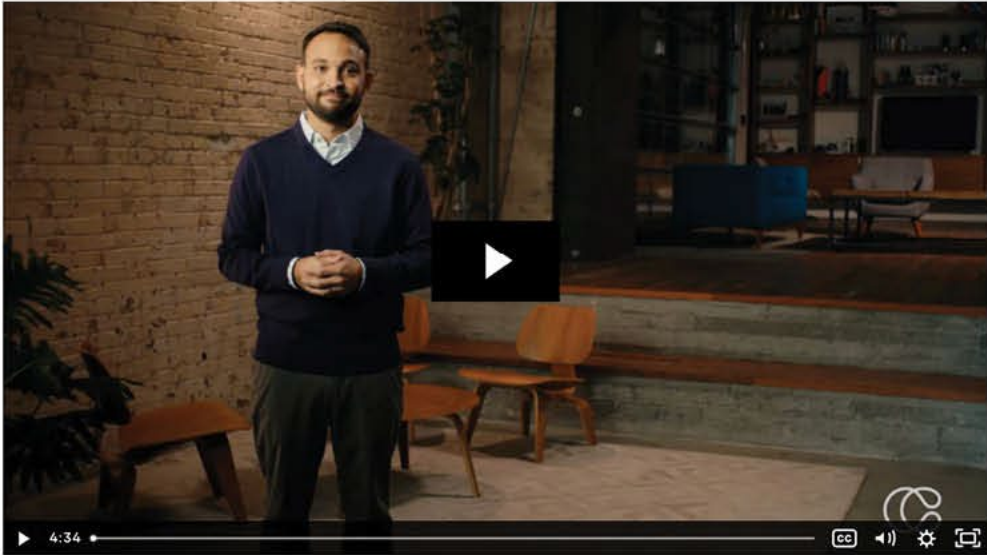
NOTES

APPLY IT: WORKBOOK

SUPPORT SIGN OUT

Get Unstuck / **The Skill**

**Skill: Think CPR to Choose the Right Conversation**



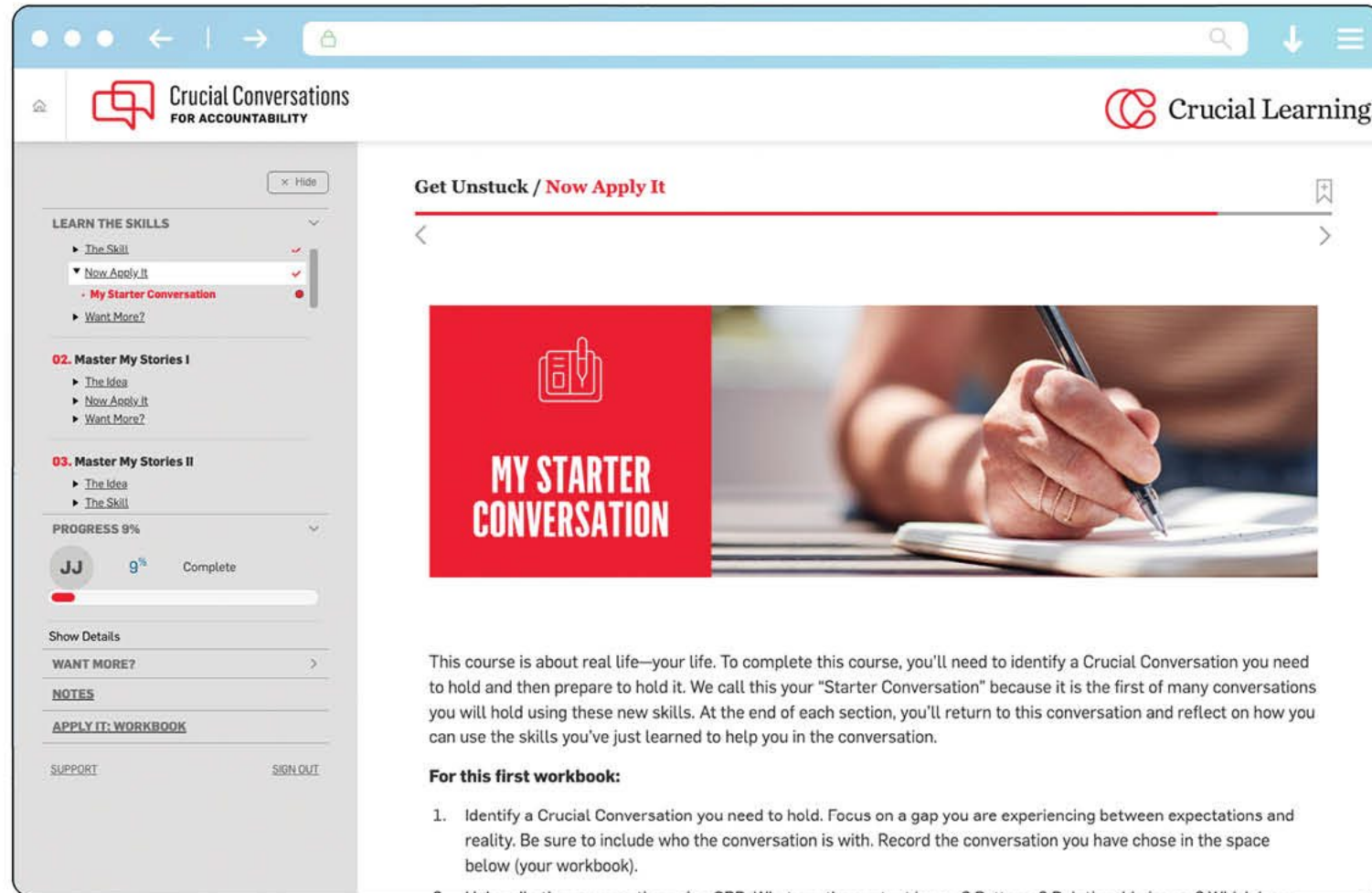
4:34

Listen as Master Trainer Justin Hale explains how you can unpack complex issues. If helpful, download our [CPR tip sheet](#).





# NOW APPLY IT: MY STARTER CONVERSATION



The screenshot displays a web browser window with the Crucial Conversations for Accountability course interface. The top navigation bar includes the Crucial Conversations logo and the Crucial Learning logo. The left sidebar contains a navigation menu with sections for 'LEARN THE SKILLS', '02. Master My Stories I', '03. Master My Stories II', 'PROGRESS 9%', 'JJ 9% Complete', 'Show Details', 'WANT MORE?', 'NOTES', 'APPLY IT: WORKBOOK', 'SUPPORT', and 'SIGN OUT'. The main content area is titled 'Get Unstuck / Now Apply It' and features a large red banner with the text 'MY STARTER CONVERSATION' and an icon of a hand pointing to a document. Below the banner, there is a paragraph of text explaining the course's purpose and a section titled 'For this first workbook:' with a numbered list of instructions.

Crucial Conversations  
FOR ACCOUNTABILITY

Crucial Learning

Get Unstuck / **Now Apply It**

**MY STARTER CONVERSATION**


This course is about real life—your life. To complete this course, you'll need to identify a Crucial Conversation you need to hold and then prepare to hold it. We call this your "Starter Conversation" because it is the first of many conversations you will hold using these new skills. At the end of each section, you'll return to this conversation and reflect on how you can use the skills you've just learned to help you in the conversation.


**For this first workbook:**

1. Identify a Crucial Conversation you need to hold. Focus on a gap you are experiencing between expectations and reality. Be sure to include who the conversation is with. Record the conversation you have chose in the space below (your workbook).



# NOW APPLY IT: IT'S TIME TO TALK

Crucial Conversations  
FOR ACCOUNTABILITY

Crucial Learning

LEARN THE SKILLS

New Apply It

My Starter Conversation

It's Time to Talk

Want More?

04. Start with Heart

The Idea

The Skill

Now Apply It

Want More?

05. State My Path

The Idea

PROGRESS 9%

JJ 9% Complete

Show Details

WANT MORE?


NOTES

APPLY IT: WORKBOOK

SUPPORT

SIGN OUT

Master My Stories II / Now Apply It



Understanding a Crucial Conversation is one thing, but it doesn't become real until you start to talk about it.

**If you are going through this course as a group:**  
As part of this course, you will have four discussion sessions with colleagues in your organization. Your group leader should have already contacted you to schedule your sessions.  
  
To prepare for your first discussion session, [download and review this discussion guide](#). Make sure you have your guide with you for your discussion session.

**If you are going through this course on your own:**

