



Critical Conversations e-Learning Course

Project
Critical Conversations: Virtual Course
Purpose
• Critical conversations are conversations where the stakes are high, emotions run strong, and opinion varies. These can happen in daily life, and also regularly happen in the workplace. Recognizing a critical conversation and understanding how to navigate the conversation is paramount for a successful corporate environment. • Create and launch a mini-course on critical conversations for middle managers and other leaders who need soft skills training. Applications to the workplace should be stressed and highlighted. • The purpose of this course is to educate middle managers and leaders within [x company]. Participants will have first-hand experience practicing their critical conversation skills within the workshop experience and effectively learn a plan to address critical conversations within the workplace.
Requirements
• Mini-course should be asynchronous with a discussion component • Mini-course should not take more than 1 hour of independent work • Participants should engage the course independently but share their learning with their small discussion groups. Microlearning must be embedded in larger curriculum or may stand alone. • SCORM compliant. • Utilize current technology without incurring new debt for technology purchase
Overview
Advanced Learning Partners will create a mini-course for middle managers or other leaders to hone their soft skills and practice their critical conversation tactics. Upon completion of the development this information becomes the responsibility of [x company] and will be maintained by [x company]. The timeline is as follows. April 3: Kickoff meeting with representative from Advanced Learning Partners, [x company] representative, and SME (if different than representative). April 10: Information (e.g. written language or summaries of readings) provided by SME to Instructional Designer. May 1: Storyboard presentation to SME and [x company] representative. With approval build begins.



June 5: Preliminary build presented to SME and [x company] representative.

Quality testing begins.

July 3: Final produce delivered to [x company] representative.

Design Specifications

- Utilize current technology without incurring new debt for technology purchase; SCORM compliant.
- Interactivity for participants
- Embedded video
- Proprietary video creation
- Multiple modules, multiple mini-assessments
- Assessment not needed.

Content Outline

- Learning outcomes to be met:
 - Understand the root of physiological arousal within the nervous system
 - Identify the non-verbal cues of a critical conversation
 - Repeat and practice the SPEAK model of mastering critical conversations
 - Identify what is, and what is not, a critical conversation
- Brain Basics
 - Arousal
 - [Video: Ruby Wax](#) (portion only)
 - Summary
 - Learning Check: Sorting Activity of Divisions of Nervous system
- Identifying Critical Conversations
 - How to Identify interactive (Hotspots on images)
- Successful Communication Proprietary Model (SPEAK)
- Case Study
 - [Proprietary Video](#)
 - Assessment Discussion using Proprietary SPEAK Model
 - *Use the SPEAK method for both Oba and Marie and write a dialogue that makes sense for both of them.*
- Summary
 - Final Assessment (Questions Below)
 - Which of the following indicates a critical conversation (choose all that apply)
 - Match each part of the SPEAK paradigm
 - Our brains are wired to withstand the pressures of the modern world. (T/F)



Learning Objective	Activity	Assessment
Understand the root of physiological arousal within the nervous system.	1. Nervous system Readings 2. Brain interactive 3. Ruby Wax Video	Interactive review (e.g. multiple choice, card sort, hot spot identification)
Identify the non-verbal cues of a critical conversation	1. Readings on critical conversation cues 2. Hotspot interactive with non-verbal cues	Interactive review (e.g. multiple choice, card sort, hot spot identification)
Repeat and practice the SPEAK model of mastering critical conversations	1. Reading on the SPEAK model 2. Using SPEAK model in discussion prompt	Using the SPEAK model to change the outcome of a scenario.
Identify what is, and what is not, a critical conversation	1. Readings on the 3 components of a critical conversation. 2. Identify non-verbal cues of critical conversations	Interactive review (e.g. multiple choice, card sort, hot spot identification)