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	Contact: Nancy Rygwelski; (517) 335-7793; RygwelskiN@michigan.gov	
	Originating Office: Federal Compliance Division	
	Subject/Title: Crucial Conversations Training for Foster Care Caseworks and Supervisors, and Technical Assistance Staff	
	Distribution: <input checked="" type="checkbox"/> DHS Child Welfare Staff <input type="checkbox"/> BCAL <input checked="" type="checkbox"/> Private Agency Child Welfare Staff <input checked="" type="checkbox"/> CWTI <input checked="" type="checkbox"/> CSA Central Office Managers/Staff <input type="checkbox"/> SACWIS <input checked="" type="checkbox"/> Native American Tribes <input type="checkbox"/> Data Management <input checked="" type="checkbox"/> Other: DHS County Directors	

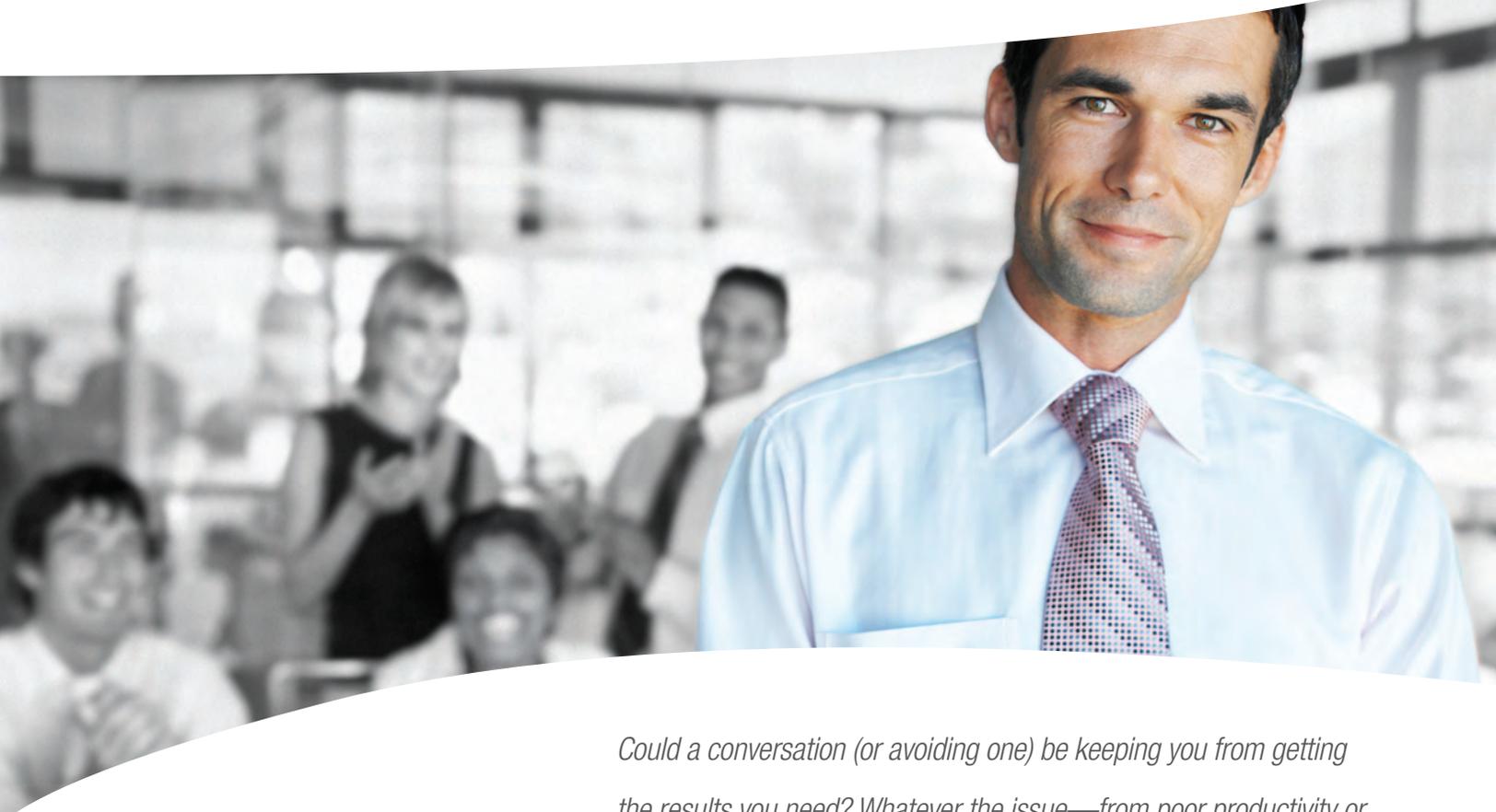
The DHS Federal Compliance Division and the Office of Workforce Development and Training (OWDT) are pleased to present training in **Crucial Conversations** for DHS and private agency foster care caseworkers and supervisors, as well as select staff serving in technical assistance roles (including Child Welfare Field Operations staff, Indian Outreach Workers and Quality Assurance staff). This offering is the latest in a series of federally-funded trainings aimed at improving the quality of caseworker visits with children as well as family engagement, two important factors in promoting the safety, permanence and well-being of children in foster care.

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. Foster care caseworkers and supervisors often communicate under these circumstances. Although challenging, these situations can lead to beneficial outcomes when conversations are handled skillfully. **Crucial Conversations** is an internationally-recognized training program that will afford staff an opportunity to develop advanced communication skills. These skills will help improve services to clients as caseworkers and families discuss safety, goals and progress honestly and directly, moving toward positive solutions that keep children safe. Skills learned in **Crucial Conversations** training can be used in many situations that call for an immediate response, clear communication and respect for different viewpoints.

Caseworkers and select staff must have a minimum of one year of experience in their positions, and supervisors must have a minimum of six months of experience. Sessions are limited to a maximum of 30 participants per session, so please register early at the session closest to your worksite. Multiple sessions of the two-day training will be offered between May and August, 2012. Sessions will be offered in various locations around the state to minimize the need for overnight travel. Training will begin at 8:00 a.m. and last until 5:00 p.m. both days. There is no cost for the training and lunch will be provided on-site. To register for the training, please visit the OWDT website at <http://www.michiganchildwelfaretraining.com>. At the time of registration and following the training, participants will be asked to complete a short survey to measure confidence and effectiveness in utilizing the skills taught in **Crucial Conversations**.

All participants will receive a **Crucial Conversations** toolkit consisting of the **Crucial Conversations** book, a six-CD audio companion to **Crucial Conversations**, a manual for following the seminar contents and taking notes, and resources for reinforcing learning after the training. For more information, contact Nancy Rygwelski at rygwelskin@michigan.gov or 517-335-7793.

*Do you speak up when it matters most?
Get trained and join those who do.*



Course Details

Date:

Time:

Location:

To Register:

*"This is a breakthrough. I found myself being
deeply influenced, motivated, and inspired."*

— Stephen R. Covey, author of
The 7 Habits of Highly Effective People

*"Crucial Conversations is one of the most powerful
and useful tools I have found."*

—Mike Miller, Director of Business Billing, AT&T

Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from poor productivity or declining quality to lack of teamwork or strained relationships—it's likely that you're experiencing the effects of a poorly held crucial conversation.

What is a Crucial Conversation?

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results.

Crucial Conversations Training

Drawing on 30 years of research, our award-winning training teaches you how to achieve spirited dialogue at all levels in your organization. You'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement, and interpersonal communication.

"These skills . . . enabled us to win the largest contract in our industry's history."
— Dain Hancock , Former President, Lockheed Martin Aeronautics



Who Has Used Our Training?

More than 2,000,000 people and 300 of the Fortune 500 companies have used Crucial Conversations skills to enable everyone to step up to controversial and heated issues—and handle them well.

Continuing Education Credit —1.5 CEUs

VitalSmarts has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET). As an IACET Authorized Provider, VitalSmarts offers CEUs for its programs that qualify under IACET guidelines. Crucial Conversations© Training is worth 1.5 CEUs. IACET encourages individuals to check with their specific regulatory boards or professional organizations to confirm that the CEUs received from courses taken from IACET Authorized Providers will be accepted.

Tools for Talking When Stakes are High

Discover how Crucial Conversations Training will drive change for good throughout your organization, enabling you to:

- Resolve disagreements—accurately address concerns by talking respectfully, candidly and skillfully with someone in a safe way.
- Build acceptance rather than resistance—give and receive feedback in a way that enhances relationships and improves results.
- Speak persuasively, not abrasively—effectively talk about high-stake, emotional and controversial topics.
- Foster teamwork—get the right people involved in a way that ensures better decision-making and guarantees commitment and conviction.

Who Needs Crucial Conversations Training?

Does your organization suffer from taboo topics, deference, disagreement, analysis paralysis, information hoarding, office politics, or alienation? Do you work with others who are hard to get along with, drag their feet, avoid tough issues, advocate their position excessively, respond poorly to pressure, easily become emotional, or run away when disagreements arise? Then you, your team, or your organization needs Crucial Conversations Training.

What is Taught in the Training?

You'll learn vital skills that enable you to create conditions where people speak with complete candor (no matter the topic) and with complete respect (no matter the person or their position). These skills drive dramatic improvements in child safety and placement stability by helping you to:

1. Spot when conversations become crucial.
2. Hold the right conversations.
3. Avoid repeatedly having the same conversation.
4. Understand your own style under stress.
5. Recognize and diffuse violence and silence.
6. Clearly identify and express what you really mean.
7. Separate facts from stories and emotions.
8. Make it safe for others to speak up.
9. Make clear decisions and commitments.

Pre-Training Manager Template

Your employee(s) are about to embark on a very powerful learning experience in which they will be taught to achieve better results by holding effective crucial conversations. Below is an overview of the course as well as several questions to help you coach and prepare you employee(s) prior to the training.

What is a crucial conversation?

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results.

Please meet with your employee prior to the training to:

- Review the training objectives.
- Show your encouragement and support for the training including any crucial conversations they would like to have with you.
- Share your expectations for them to use the skills they learned in class to benefit your department and team.
- Ask them to share their learnings with the rest of the team when they return from training.

What is taught in Crucial Conversations Training?

Drawing on thirty years of research, participants will learn vital skills that enable them to create conditions where they and others can speak with complete candor (no matter the topic) and with complete respect (no matter the person or their position). Throughout the training employees will have the opportunity to apply Crucial Conversations principles and skills to real life challenges they may be facing. To make the training experience as beneficial for them as possible, please ask them to come prepared with a few potential crucial conversations

in mind that will help them fully apply the skills they will learn, and measure the effectiveness of the training. They will work with a learning partner throughout the workshop, but will not be asked to share this crucial conversation publicly.

Questions to ask to prepare your employee(s) for the training:

- What do you hope to achieve and learn in the training?
- What results are we not getting or not getting consistently within our department?
- What conversations are we not holding or holding well within our department or across departments that could be negatively impacting our ability to achieve results?
- How can I support you in this learning experience?

Post-Training Manager Template

Your employee(s) just completed a very powerful learning experience in which they learned to achieve better results by holding effective crucial conversations. Below is an overview of the skills and principles they learned during the workshop as well as several follow-up questions to assist you with your discussion.

Please meet with your employee(s) after the training to:

- Understand the skills they learned and what they will be doing differently as a result of the training.
- Ask them how they plan to apply the learnings to their job, the department, and organization.
- Develop a plan for how you will hold them accountable for their commitments.
- Schedule time in a staff meeting for them to share their learnings with the rest of the team when they return from training.

Questions to debrief your employee after the training:

- What are the one or two things you plan to do differently as a result of the training?
- How can you best apply the learnings to your job, department, and organization?
- How can I support you in your learnings? Are there any crucial conversations that you need to have with me that would enhance our relationship and/or team results?
- Please schedule a time when you can share your learnings with the team.

Crucial Conversations Skills and Principles

As a result of Crucial Conversation training, participants will be able to:

1. Hold the right conversation, to solve the real problem.
2. Stay focused on what you really want.
3. Watch for signs that safety is at risk.
4. Make it safe to talk about almost anything.
5. Take control of your emotions instead of losing your cool.
6. Speak persuasively, not abrasively.
7. Help others into dialogue when they are angry or defensive.
8. Go from talking to getting results.

MI DHS - Child and Family Services - Crucial Conversations Training Schedule

Date	Location	Trainer	Venue	Reservations	Notes
May 22-23	Lansing	Doug Finton	Quality Inn University (MI030), 3121 E. Grand River, Lansing 48912	517-351-1440	
May 30-31	Lansing	Bill Patrick	Quality Inn University (MI030), 3121 E. Grand River, Lansing 48912	517-351-1440	
May 30-31	Livonia	Lori Aemisegger	VistaTech Center@Schoolcraft College, 18600 Haggerty Rd., Livonia 48152	See Note	Guest rooms not on site. Suggestion: Holiday Inn Express, 21100 Haggerty Rd., Northville, 248-675-1020.
June 4-5	Grand Rapids	Bill Patrick	Hilton Hotel, 4747 28th St. SE, Grand Rapids 49512	616-957-0100	
June 6-7	Sterling Heights	Lori Aemisegger	Best Western Sterling Inn, 34911 Van Dyke, Sterling Heights 48312	586-979-1400	
June 11-12	Lansing	Doug Finton	Quality Inn University (MI030), 3121 E. Grand River, Lansing 48912	517-351-1440	
June 12-13	Kalamazoo	Bill Patrick	Holiday Inn West, 2747 S 11th St., Kalamazoo 49009	269-375-6000	
June 12-13	Flint	Lori Aemisegger	Holiday Inn Gateway Centre, 5353 Gateway Centre, Flint 48507	810-232-5300	
June 25-26	Ann Arbor	Lori Aemisegger	Holiday Inn, 3155 Boardwalk, Ann Arbor 48108	734-757-9200	Contact Shannon ; request "Crucial Conversations" rate.
June 25-26	Lansing	Doug Finton	Quality Inn University (MI030), 3121 E. Grand River, Lansing 48912	517-351-1440	
June 26-27	Grand Rapids	Bill Patrick	Hilton Hotel, 4747 28th St. SE, Grand Rapids 49512	616-957-0100	
June 27-28	Lansing	Doug Finton	Quality Inn University (MI030), 3121 E. Grand River, Lansing 48912	517-351-1440	
July 16-17	Ann Arbor	Doug Finton	Holiday Inn, 3155 Boardwalk, Ann Arbor 48108	734-757-9200	Contact Shannon ; request "Crucial Conversations" rate.
July 17-18	Lansing	Bill Patrick	Quality Inn University (MI030), 3121 E. Grand River, Lansing 48912	517-351-1440	
July 23-24	Detroit area	Doug Finton	Doubletree, 5801 Southfield Express Way, Detroit 48228	313-982-3983	
July 25-26	Detroit area	Doug Finton	Doubletree, 5801 Southfield Express Way, Detroit 48228	313-982-3983	
July 25-26	Bay City	Lori Aemisegger	Bay City Country Club, 7255 S Three Mile Rd, Bay City 48706	See Note	Guest rooms not on site. Suggestion: Comfort Suites, 5180 Fashion Square Blvd., Saginaw 989-797-8000
July 30-31	Detroit area	Doug Finton	Crown Plaza, 1500 N. Opdyke Rd. Auburn Hills 48326	248-373-4500	
Aug 1-2	Detroit area	Doug Finton	Crown Plaza, 1500 N. Opdyke Rd. Auburn Hills 48326	248-373-4500	

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Aug 1-2	Kalamazoo	Bill Patrick	Holiday Inn West, 2747 S 11th St., Kalamazoo 49009	269-375-6000	
Aug 1-2	Gaylord	Lori Aemisegger	Alpine Lodge, 833 W. Main St., Gaylord 49735	989-732-2431	
Aug 7-8	Detroit area	Lori Aemisegger	Hilton Garden Inn, 26000 American Dr., Southfield 48034	248-357-1100	
Aug 14-15	Bay City	Bill Patrick	Bay City Country Club, 7255 S Three Mile Rd, Bay City 48706	See Note	Guest rooms not on site. Suggestion: Comfort Suites, 5180 Fashion Square Blvd., Saginaw 989-797-8000
Aug 15-16	Traverse City	Lori Aemisegger	Cambria Suites, 255 Munson Avenue (US31), Traverse City 49686	231-778-9000	
Aug 20-21	Grand Rapids	Doug Finton	Hilton Hotel, 4747 28th St. SE, Grand Rapids 49512	616-957-0100	
Aug 21-22	Sault Ste. Marie	Lori Aemisegger	Ramada Plaza Hotel Ojibway, 240 W. Portage Ave., Sault Ste. Marie 49783	906-632-4100	
Aug 22-23	Grand Rapids	Doug Finton	Hilton Hotel, 4747 28th St. SE, Grand Rapids 49512	616-957-0100	
Aug 27-28	Marquette	Lori Aemisegger	Ramada of Marquette, 412 Washington St., Marquette 49855	906-228-6000	
Sept 10-11	Gaylord	Doug Finton	Alpine Lodge, 833 W. Main St., Gaylord 49735	989-732-2431	
Sept 12-13	Gaylord	Doug Finton	Alpine Lodge, 833 W. Main St., Gaylord 49735	989-732-2431	