1. Which of the following is NOT a component of crucial conversations? (Choose all that apply)
   a. high stakes
   b. opinions vary
   c. leader defined
   d. emotions run strong

2. Crucial conversations:
   a. require immediate action plans
   b. cannot be applied to personal situations
   c. are not effective unless the leader has at least 10 hours of training
   d. focus on face-to-face conversations

3. Conversations can move from casual to crucial:
   a. easily if the participants know one another
   b. if those involved can cope with their stress effectively
   c. if the initiator/leader lets others know the focus has changed
   d. when all involved buy into the need for the change

4. The method the authors of "Crucial Conversations" use to identify and observe opinion leaders is:
   a. require opinion leaders have some managerial training
   b. suggest opinion leaders volunteer for this position
   c. solicit feedback from peers and managers about these individuals
   d. score high in standardized leadership tests

5. In the case study in the book, the reason the authors identified Kevin as an opinion leader was:
   a. spoke with candor and respect when he addressed the issue
   b. had more insight into the issues/problems than others
   c. set the ground rules for the discussion before addressing the problem
   d. waited to express his opinion until he knew others' position

6. The primary method for the leader staying focused in a crucial conversation includes reviewing all of the following EXCEPT:
   a. the leader's goals
   b. goals for the group members
   c. outcomes of the group/leader relationships
   d. time allotted to reach consensus

7. In the "Seven Crucial Conversations in Healthcare" study described, 5-15 percent of all respondents reported they speak up when they have practice concerns. The researchers found the outcome of this action was:
   a. co-workers and managers ignored those who spoke up
   b. respondents who spoke up were labeled as troublemakers by their peers
   c. those who spoke up were the most effective, committed, and satisfied in the organization
   d. those who spoke up and didn't see changes left their position within a year

8. In the "Silence Kills" study, the best action identified to decrease medical errors was:
   a. teach all employees how to conduct crucial conversations
   b. institute a culture of safety in the hospital, using principles of crucial conversations
   c. have peers confront peers relating to safety issues such as medication errors
   d. require all departments to examine root causes of errors and compare data

9. In the "Silence Kills" study, what percentage of respondents said they work with verbally abusive colleagues?
   a. 10 percent
   b. 25 percent
   c. 33 percent
   d. more than 50 percent

10. In crucial conversations, what is the best way to explore others' views, ideas or opinions?
    a. ask direct questions to participants
    b. responsive listening
    c. consensus checks periodically
    d. assess non-verbal behavior during meetings

---

**EVALUATION**

1. I can identify the components of a crucial conversation.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

2. I can discuss how to master the dialogue of a crucial conversation.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

3. I can identify the seven crucial conversations for healthcare.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

4. I can describe a teaching plan to present crucial conversations.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

5. The objectives relate to the overall goal of the article.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

6. The article is well-written and logically organized, and defines terms adequately.
   a. strongly agree
   b. agree
   c. neutral
   d. disagree
   e. strongly disagree

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**LEARNER FEEDBACK QUESTIONS**

1. A B C D E
2. A B C D E
3. A B C D E
4. A B C D E
5. A B C D E
6. A B C D E
7. A B C D E
8. A B C D E
9. A B C D E
10. A B C D E

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☐ Manager/Supervisor
☐ Nursing Administrator
☐ Nursing Faculty
☐ Private Practice
☐ Staff Development
☐ Staff Nurse
☐ Program Director

LPN
☐ Manager/Supervisor
☐ Nursing Administrator
☐ Nursing Faculty
☐ Private Practice
☐ Staff Development
☐ Staff Nurse

**PRACTICE SETTING** that best describes your setting (fill in just one circle completely):

☐ Ambulatory
☐ Cardiac
☐ Case Management
☐ Chemical Dependency
☐ Critical Care
☐ CRNA
☐ Dermatology
☐ Dietetics
☐ Education
☐ Geriatrics/LTC
☐ Gynecology
☐ Home Health
☐ Hospice
☐ ICU
☐ Infectious Disease
☐ Maternal/Child
☐ Medi-Surg
☐ MOUD
☐ Nursing Clinical Informatics
☐ Occupational Health
☐ Office
☐ Oncology
☐ OR/PCU
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☐ Pediatrics
☐ Psychiatric
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**JOB TITLE** that best describes your position (fill in just one circle completely):

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☐ Director of Nursing
☐ Manager/Supervisor
☐ Nursing Administrator
☐ Nursing Faculty
☐ Private Practice
☐ Staff Development
☐ Staff Nurse
☐ Program Director

LPN
☐ Manager/Supervisor
☐ Nursing Administrator
☐ Nursing Faculty
☐ Private Practice
☐ Staff Development
☐ Staff Nurse

**PRACTICE SETTING** that best describes your setting (fill in just one circle completely):

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☐ Pediatrics
☐ Psychiatric
☐ Public Health

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