



Crucial Conversations Participation and Financial Policies

Participation Policy

1. Crucial Conversations is a 12-hour program. You must attend for the entirety of the program during the dates for which you registered to complete the course. If taught online, the sessions cannot be paused and will not be recorded for future use or reference. No make-up sessions are available.
2. Crucial Conversations is a highly interactive program. In addition to showing up for all 12 hours, you must have the appropriate equipment to appear on camera and be heard by the other participants.
3. As a requirement to participate in Crucial Conversations, you must download all course materials before the start of the first session and complete three brief pieces of pre-work.

Financial Policy

1. **No refunds** will be given once you have paid for a Crucial Conversations license/created an account.
2. If you need to cancel after you have paid - but before the cohort you registered for has started - you can transfer your Crucial Conversations license to another set of dates **one time only**.
3. If you begin a cohort, but do not complete the 12-hours of the program, we are **unable** to offer a refund or transfer your license to another set of dates.
4. The policy of Crucial Learning (the parent company who owns Crucial Conversations) states that Crucial Conversations licenses **can not be transferred between individuals**. Once you have paid for a license/created an account, you are the only one who may use it.