

Crucial Conversations Mastery Mission Training Administrators

Training Administrators allow organizations to manage Mastery Mission participation from a single account by giving individuals who are not Certified Trainers access to the Trainer Zone at www.trainers.vital-smarts.com.

Who needs a Training Administrator Account?

Training Administrator Accounts are most useful for organizations that:

1. Do not have a Certified Trainer within the organization and have contracted a VitalSmarts Trainer to facilitate an in-house training workshop.
2. Have various Certified Trainers within the organization and need to manage Mastery Mission enrollment from a central account.
3. Would like to relieve Certified Trainers of the duty to enroll participants in Mastery Mission by having an administrative assistant do it on their behalf.

Tools for enrolling participants in Mastery Mission and tracking their progress are built into the Trainer Zone at VitalSmarts.com. Organizations that do not have internal Certified Trainers cannot use these tools without creating a Training Administrator Account.

Since Trainer's accounts at VitalSmarts.com are not linked together, it can be difficult to manage Mastery Mission participation across an entire organization when multiple Trainers' accounts are used to invite participants to enroll.

Using a Training Administrator Account is equivalent to enrolling all participants in Mastery Mission under a single Trainer's account. It enables a central administrator to manage Mastery Mission participation and can relieve Trainers of this administrative task.

Creating a Training Administrator Account

To begin, select a Training Administrator who will be responsible for the account. This person's email address will become the username for the account. They are responsible for ensuring the organization adheres to the guidelines set forth in this document. According to the needs of your organization, you may select a Certified Trainer, HR Manager, Training Supervisor, or administrative assistant to be the Training Administrator.

Prior to entering the online Trainer Zone, you must register for a VitalSmarts.com account. Once you have secured this basic account which gives you access to the online My Zone area, make a request

for additional access to the Trainer Zone. If you have a Certified Trainer within your organization, it may be easiest to simply use their VitalSmarts.com account, rather than create a new account.

To create a new Training Administrator Account, go to the VitalSmarts.com homepage and click on the "Trainer Zone" link on the left, under "My Resources."

1. If you do not have a My Zone account, follow Step 1
 - a. Click "Join Now"
 - b. Fill in the necessary information to create your account
 - c. Click "Complete Sign-up" at the bottom of the page
 - d. Click the same "Trainer Zone" link as before to begin Step 2
2. If you have a My Zone Account, follow Step 2
 - a. Click "Submit a Request"
 - b. Fill in the necessary information
 - c. In the Comments area, indicate:
 - i. You are requesting access for a Training Administrator Account
 - ii. Whether or not your organization is training Crucial Conversations or Crucial Confrontations Training
 - d. Click "Contact Us"
 - e. Allow one full business day for your account to be updated

Guidelines for Training Administrator Accounts

1. The Training Administrator is responsible for ensuring the organization adheres to these guidelines and will use their email address as the username on the account.
2. The username and password may be shared to allow others to access the account; however, the Training Administrator will be accountable for all actions in the account.
3. Participants must complete the classroom portion of the training and have their own copy of the Crucial Conversations Participant Toolkit before they are invited to enroll in Mastery Mission.

4. Mastery Mission invitation emails should be sent no more than one week after the classroom training is complete.
5. Certified Trainers may continue to use their accounts to enroll participants in Mastery Mission after a Training Administrator Account is established; however, a participant should never be invited from more than one account.
6. Organizations may be liable to purchase a Participant Suite for individuals who enroll in Mastery Mission without a proper license or who enroll more than once after being invited by both a Certified Trainer and a Training Administrator.
7. To grant Continuing Education Credits for the classroom training, Certified Trainers must request approval according to the guidelines outlined on VitalSmarts.com. Continuing Education Credits cannot be granted to participants enrolled through a Training Administrator Account until every trainer within an organization has been properly approved.
8. Detailed instructions for enrolling participants in Mastery Mission are found under the "Need Help" link inside the Class Manager. In addition to those instructions, Training Administrators must do the following:
 - a. Identify the Certified Trainer who facilitated the class by typing their name in either the class Name box or the class Description box on the Class Information tab.
 - b. Do not combine the participant rosters of classes that finish after August 15, 2006. These classes must be inputted separately.
 - c. Participant rosters of classes completed before August 15, 2006 may be combined, as long as the box labeled, "This class finished before August 15, 2006" is checked.
 - d. Limit combined rosters to 50 participants.

Training Administrators are under the same contractual obligations as Certified Trainers with respect to Mastery Mission and VitalSmarts.com. They are given access to the online Trainer Zone for the sole purpose of managing Mastery Mission participation and are not authorized to share or distribute videos, information, and documents accessed through the Trainer Zone at VitalSmarts.com. Certified Trainers and their sponsoring organizations will be responsible if a Training Administrator violates the VitalSmarts Certified Trainer Agreement, VitalSmarts.com End User License Agreement, or United States copyright and trade laws with respect to the intellectual property of VitalSmarts, LC.

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