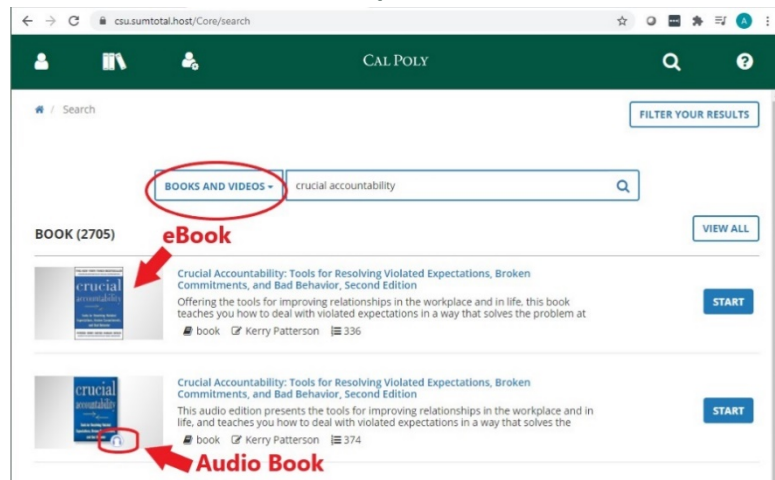


# INSTRUCTIONS TO ACCESS AND NAVIGATE EBOOK ON LEARNING HUB

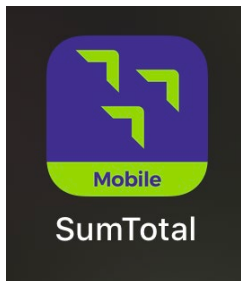
You can access your eBook or Audio Book through the Learning Hub!

## To access from your web browser:



1. From the Learning Hub home page, click the **Search** icon at the top right corner
2. Click the category drop down and select **BOOKS & VIDEOS**. In the search field, type the book title and click Search
3. Select the option (eBook or audio), and click **Start**

## To access from your mobile device:



Download **SumTotal** app

1. Use csu.sumtotal.host as the **login**
2. When prompted, select Cal Poly San Luis Obispo campus
3. When prompted, log in using your regular Cal Poly username and password

Once in app, select the **Search** icon at the top right corner

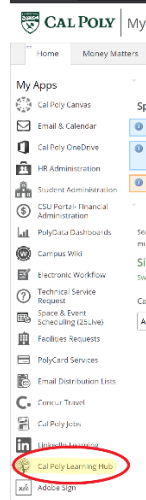
4. Using the drop down arrow, select "**Learning Content**"
5. Type the name of the book title

Upon clicking "**Done**", the options should appear in the results

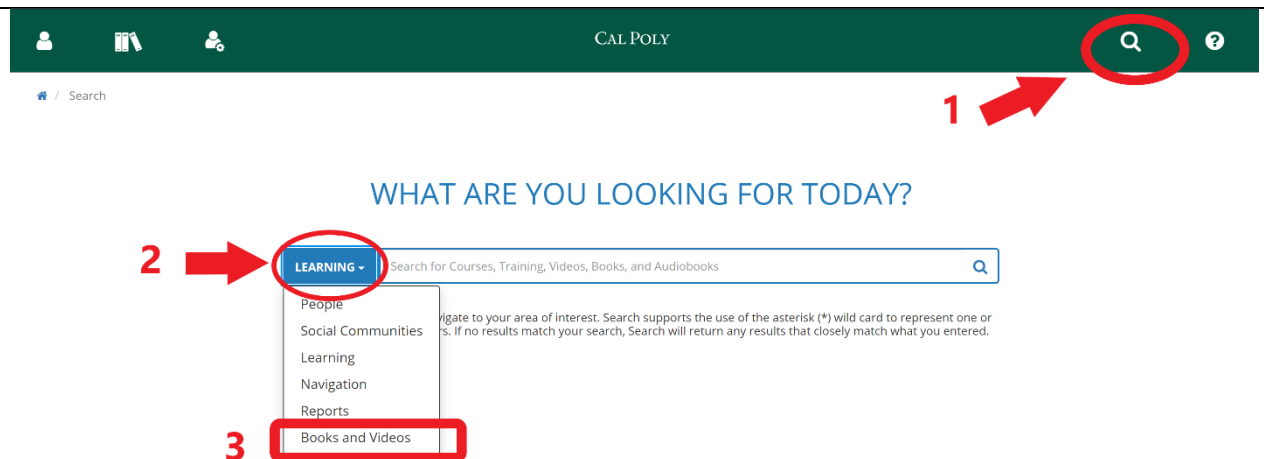
# Accessing Your eBook or Audio Book through the Web Browser

1. Access the Learning Hub through your

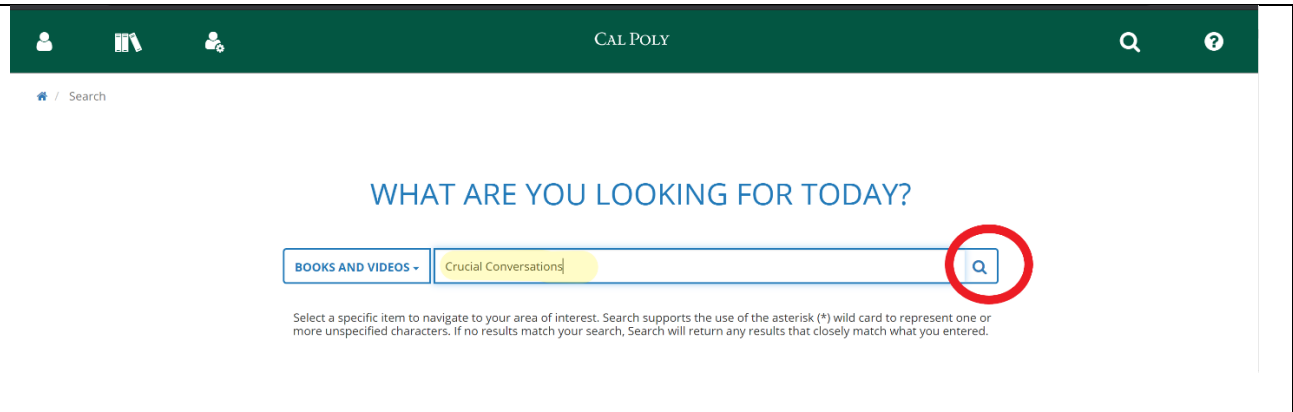
[Cal Poly Portal](#)



2. Once logged into Learning Hub, click on the magnifying glass icon in the green bar at the top right. In the search page, click the blue drop down menu to select “Books and Videos.”

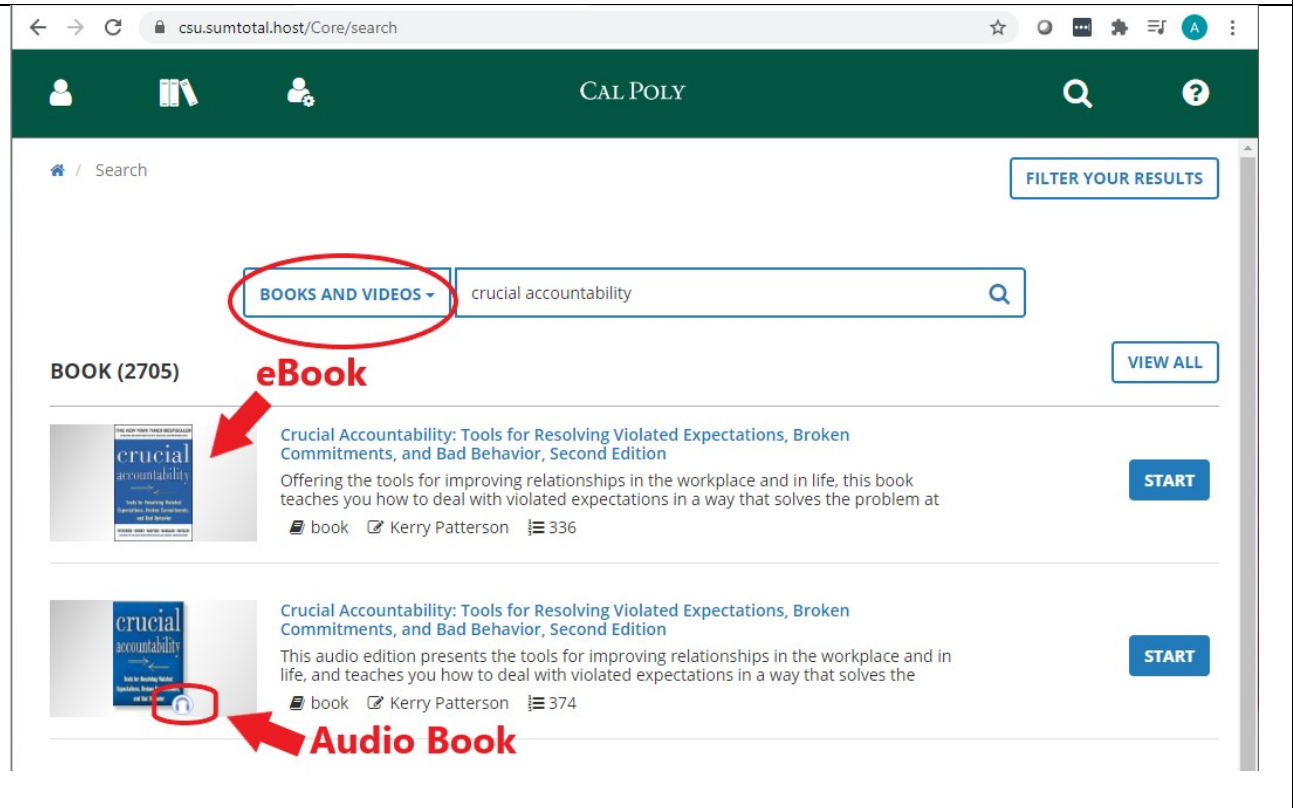


3. In the Search Bar, type in “Crucial Conversations” and press Enter or click the magnifying glass icon to search.



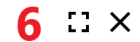
4. The book should populate as the first result but double check the title to make sure. Click on the blue Start button to open the book.

**Note:** Audio books, when available, are distinguished with a small headphones icon at the bottom right of the image



# Navigating Your eBook

1. Table of Contents
2. Back Cover Information, Author Bio, and link to Crucial Conversations website with additional resources
3. Notes Section where you can type your own notes
4. Bookmark to bookmark specific pages
5. Search content within the book
6. Expand window to full screen option



## Crucial Conversations: Tools for Talking When Stakes Are High, Second Edition

by Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler McGraw-Hill © 2012

Book: 288 pages

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- Crucial Conversations—Tools for Talking When Stakes are High, Second Edition
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