

BUILD A CULTURE OF AUTHENTICITY, RESPECT AND TRUST

In most organizations, people spend up to 75% of their time in interpersonal situations — when problems occur, they are frequently related to ineffective communication that costs millions of dollars every business day — in lost productivity, internal conflict and low employee morale. SMART Conversations can help you unlock your organization’s potential by learning how to communicate more effectively.

Do your talented employees struggle when working as a team? Are your employees and managers afraid of change and unsure how to build relationships to support new directions? Is your organization struggling with unifying a diverse, inter-generational workforce? Are you concerned about sustaining collaboration and teamwork? Do you need diversity training that goes beyond race and gender?

SMART Conversations can help you motivate your employees, accelerate team solidarity and transform your organization. We teach you how to create a common language (or “dialogue”) as a foundation for trust and respect, using four core conditions:

- Shared Meaning (are we talking about the same thing?),
- Authenticity (are we being real with each other?),
- Respect, and
- Trust.



SMART Conversations allows different perspectives within an organization to be heard and considered through “dialogue.” Using a set of powerful principles, dialogue provides a safe space for conversation ... a sanctuary for collective thought that encourages trust, respect and a willingness to share information. Individuals discover their own personal “trigger styles” and learn how they respond to conflict. SMART Conversations helps them to understand the impact of their own inner conversations on communication style and encourages listening, asking and telling in small groups.

By clearly defining the process and conditions for dialogue, participants learn how to stay focused, connect as individuals and build more trusting and respectful relationships. As a result, conversations can be used effectively to identify common ground, propose possibilities, select strategies and implement change. SMART Conversations helps coworkers find common ground, work better as a team and overcome personal or generational issues.

This principle-based, highly experiential program builds competency as participants engage in learning conversations with others in the class 80% of the time. The curriculum is structured around the following five principles:

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| 1. Connecting Precedes Content | 4. Value Shared Interest over Self Interest |
| 2. Relationships are Co-created | 5. Seek Synergy through Shared Understanding |
| 3. Honor Others through Shared Respect | |

Designed for intact teams and cross-functional groups, SMART Conversations yields outstanding results in strengthening employee orientation, mending relationships, fortifying project groups, improving performance and raising company morale. Join us for SMART Conversations. You’ll learn new ways to unlock the full potential of your organization and strengthen your teams with meaningful conversations.

PROGRAM OPTIONS

SMART Conversations is designed to help teams communicate more effectively. Rather than focus on an individual’s ability to communicate, SMART Conversations emphasizes communication in departments, work groups and the entire organization. Because the interaction between members of the group is paramount to achieving a culture that reinforces open and honest communication, SMART Conversations is offered as a one-day, in-house program. Call us for scheduling information.

