

Wednesday, May 24

9:00am – 4:00pm
Instructor: Laura Lobo

DIVISION FOR WORKFORCE AFFAIRS

Blanchard Conversational Capacity

You can have the smartest people around the table, but if minor differences in opinion throw conversations off track and hinder progress, you're not getting access to their best thinking. When a challenging topic or conflict arises, natural defenses kick in, making open and honest dialogue difficult.

When this happens, people can be either overly cautious and don't speak openly or they get defensive and argumentative. Most people don't have the awareness or skills to work through it, so creativity, collaboration, and innovation suffer.

Imagine if instead of wasting time with ineffective conversations, your teams were capable of having open, productive dialogue that resulted in collaboration and finding the best solutions. Your teams should be able to put their most difficult, painful, divisive issues on the table and work through them in fair and productive ways.

Conversational Capacity® teaches people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure.

■ GET

- Successful teams that perform under pressure

THESE

- Individuals who can address tough issues in constructive ways

RESULTS:

- Teams that work together to make informed decisions
- Increased collaboration and innovation