

# BREAKTHROUGH CONVERSATIONS

Structured Conversations that Change the Culture

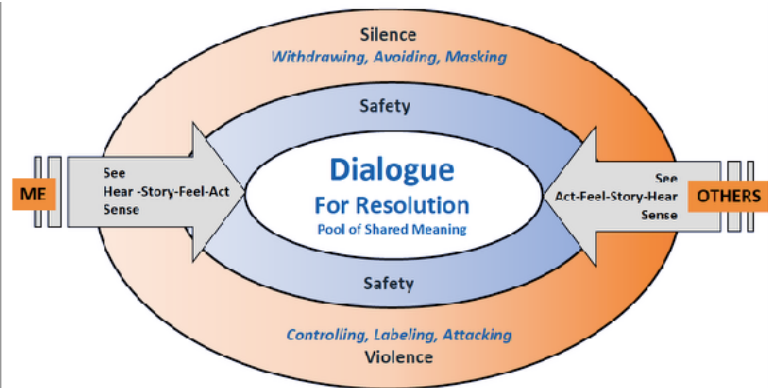
## Listening to Hear

Regular face-to-face conversation is the most powerful change mechanism available to managers. When teams share a common vocabulary that supports powerful effective communication, the core of the entire organization is strengthened.

Critical decision making processes are lifted by powerful, clear communication strategies. We help our clients identify and design the structures to support the right conversations at the right time

## Outcomes of Breakthrough Conversations

1. When to have the conversation
2. Dialogue for resolution - pool of shared meaning
3. Safety, Silence (withdraw/avoid)  
Violence (control, label, attack)
4. Healthy & Unhealthy Goals
5. Engage in Dialogue - stay in heart
6. Mutual Purpose/ Mutual Respect
7. Mutual Path of Dialogue



## Approach

Through specific skill building and feedback, we work with cross functional work teams to help them change the way they talk about things, so that information will be transmitted in a timely, accurate and non blame-fixing manner. We use a combination of simulation-based learning and conversation about work related issues. Leaders become aware of the assumptions that need to shift and identify how those changes will be reflected in their decisions and actions.

