



Conversational Capacity

Remaining Candid and Curious Under Pressure

Suitable for:

- Intact Teams
- High Potentials
- Executives and senior-level managers
- Mid-level or new managers or supervisors
- Project managers

“The Proven Formula to Increase Conversational Capacity.”



The **Sweet Spot** in any meeting or conversation is where **candor** and **curiosity** are in balance.

Getting to the Sweet Spot of Effective Communication

Learning Objectives:

- Engage in a constructive, learning-focused dialog when challenging topics or conflicts arise to make informed decisions and find the best solutions, even under high pressure
- Conduct honest and open conversations that foster teamwork, progress, trust, and positivity in the workplace

Value Proposition:

- A study conducted by Salesforce indicated that organizations that communicate effectively are **50%** more likely to have low employee-turnover rates than those that do not

50% of employees report missing a significant company objective because of poor communication and **77%** say that poor communications hinders their company's ability to compete.

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DELIVERED BY PRACTITIONERS.

SGD 1,185 + GST per workshop, per participant.

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CONVERSATIONAL CAPACITY™ — LEARNING JOURNEY

4-part learning path to ensure your managers master the content and become **SITUATIONAL LEADERS**.



Program Outline

Learn


- Benefits and Risks
- Awareness of the Conversational Sweet Spot
- Two Natural Tendencies
- Catch it, Name it, Tame it
- The Mindset
- Diverse Perspectives


Practice


- The Candor Skills
 - Position
 - Thinking
- The Curiosity Skills
 - Test
 - Inquire
- Putting it All Together
- Application and Practice

Targeted results:

 Accelerated Development

 A Common Leadership Language

 Increased Retention & Morale

 Proactive Problem Solvers



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