

# Conversational Capacity®

## Remaining Candid and Curious under Pressure

**You can have the smartest people around the table, but if minor differences in opinion throw conversations off track, 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. This can lead to people either becoming overly cautious and not speaking openly or getting defensive and argumentative. Without the necessary awareness or skills to work through it, creativity, collaboration, and innovation suffer.

Your people and 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.

### Outcomes



Engage  
Employees



Improve  
Productivity



Spur  
Innovation



Enhance  
Self-Awareness



## Learning Objectives

- Build awareness
- Adopt a learning-focused mindset
- Recognize triggers
- Communicate with confidence

### Conversational Capacity®



The sweet spot in any meeting or conversation is where candor and curiosity are in balance.

The program covers four skills for keeping conversations open, balanced, and productive; ways to maintain a learning-focused mindset; and a method for overcoming obstacles to conversational capacity. Offered in several modalities, key content is covered quickly and comprehensively. Participants will also have access to activities (videos, games, worksheets, and tools) they can use on the job in real time, during moments of need.

After completing the course or workshop, participants will have the skills to stay in the conversational sweet spot, allowing for increased creativity and innovation, and avoiding regrets over things that happen in the heat of the moment.

## Flexible Options to Meet Your Needs

### In Person

In-depth Learning • Application • Practice • Action Planning

**Instructor-led Training:**  
1-day session

### Virtual

In-depth Learning • Application • Action Planning

**Virtual Instructor-led Training:**  
Three 2-hour sessions

**Collaborative Online:** 5-week online course with self-paced coursework and activities and weekly 1-hour live virtual instructor-led sessions

### Online

Awareness • Application • Performance Support

**Overview:** 35-minute online self-paced overview (with optional reflect and share)

**Digital Assets:** Micro-activities on various topics/skills that learners can use during moments of need (videos, activities, tools)

## Participants Will Learn

- The mindset and skillset of Conversational Capacity
- The natural tendencies to either minimize or win
- The four skills for balancing candor and curiosity

## Who Should Attend?

Anyone looking to improve how they communicate, how they influence, and how they collaborate with others.



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