

Whatever words we utter should
be chosen with care for people will
hear them and be influenced by
them for good or ill.

Buddha



www.necessaryconversations.com

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Necessary

Conversations™

Program Summary



Necessary Conversations

Program Summary

OBJECTIVE

Understand

Understanding the power of language and the impact of biology as it relates to your choices to respond versus react in any given business situation

Equip

Equipping you with skills to proactively and constructively identify and conduct **Necessary Conversations** required in the workplace for moving your business forward faster

Enable

Enabling you to build stronger relationships through open, honest and candid communication at all 4 levels throughout the organization, with vendors and clients

Shift

Shifting your mindset from an inward, fear-based conversation between self and other, to an outwardly facing, business focused, mindset to move the business forward. For example: from conducting 'fearless, dangerous, difficult, conversations' to conducting, 'necessary conversations'

CURRICULUM OUTLINE

Repetition is the Mother of Skill; 1 hour of knowledge, 4 hours of practice.

- Online pre-work: 20-minute video on skills required, 1 HBR article on biology and one worksheet in preparation for the practicum
- Facilitated interactive practicum
 1. Agenda/Introduction
 2. Lecturette
 3. Practicum
 4. Strategies and creation of a plan for applying the skills on real business case scenarios
- Post event online survey

EXPECTED OUTCOME

Instead of avoiding and ignoring conversations with others, employees will feel confident and prepared to conduct the **Necessary Conversations** required for moving their business forward faster.

Individuals will be able to do this at 4 levels throughout the organization, with vendors, and with clients.

As a company you will benefit from the improved relationships and interpersonal dynamics that in turn result in conducting business faster and more effectively.

KEY CONCEPTS

Six Levels of Measurement:

- Responding versus reacting
- Neurology and its impact on how we respond vs react
- Active listening
- Shifting from an inward, fear-based model to an outward, business-based approach
- Fundamental feedback skills
- Identifying the necessary conversations required to move the business forward at multiple levels

SUCCESS INDICATORS

Four Levels of Measurement:

- Workshop satisfaction of experience (online survey post event)
- Knowledge acquired from the event (online survey post event)
- Knowledge applied to (online survey post event and 6 months later)
- Impact of knowledge applied (6-mo online survey; HR inquiries, EES results related to communications)



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