

VERTIGO



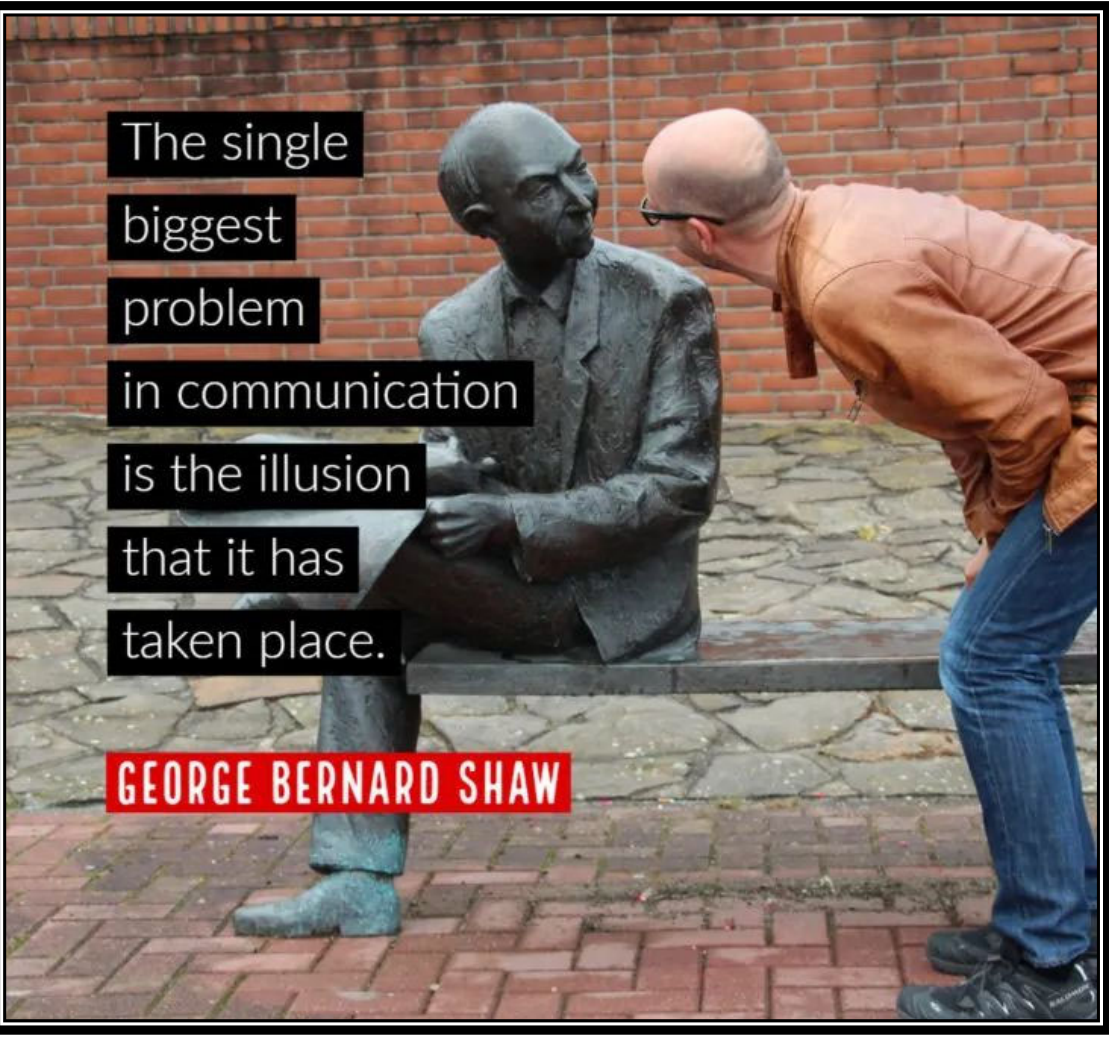
Beyond the Surface:
Revealing the Roots of Development Opportunities



Learning Objectives

- Explain how a consultative, dialogue-based approach to stakeholder conversations will produce high-quality and relevant learning experiences for internal clients.
- Use a questions-based approach to diagnose the root cause(s) of a perceived training opportunity.
- Develop consultative questions for utilization in the process of learning diagnosis.



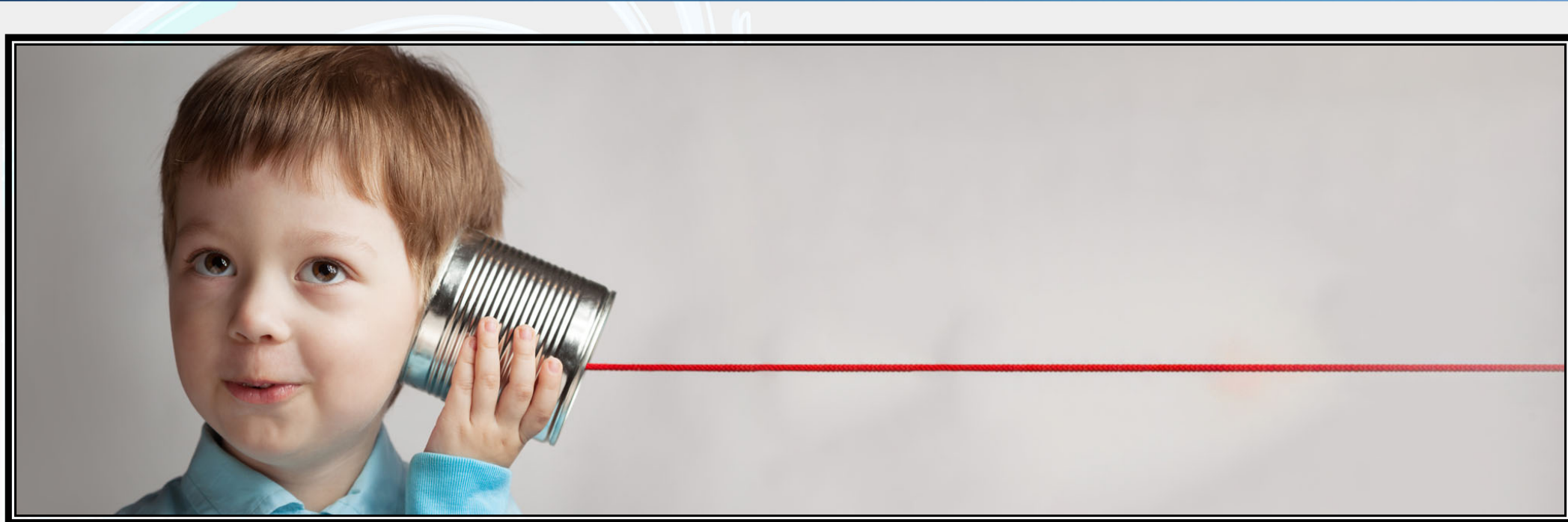


The single
biggest
problem
in communication
is the illusion
that it has
taken place.

GEORGE BERNARD SHAW

CAN ANYONE RELATE?

The Telephone Game

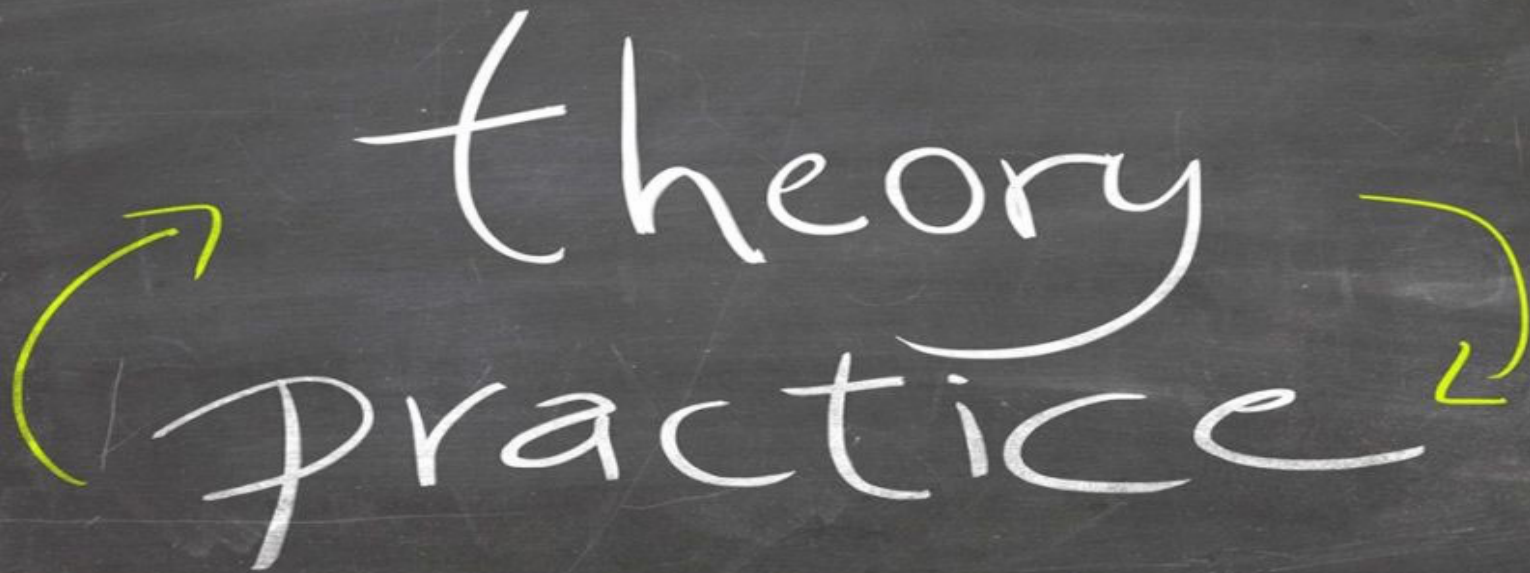




Roots of the Opportunity

1. Resource optimization
2. Hyper-relevancy
3. Time efficiency
4. Employee engagement
5. Measurable impact

Roots in Action



theory
practice

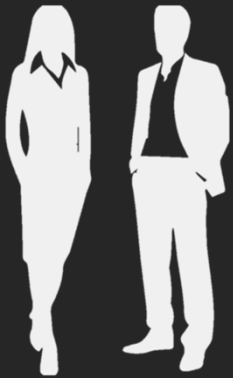
Demonstration



Quick Review

1. Can you help me understand more about the specific communication challenges your team is facing?
2. Can you provide an example of a recent situation where a communication breakdown occurred?
3. Can you recall a specific instance where a team member questioned someone else's decision or action?
4. When disagreements occur, how does the team typically resolve them?
5. Do team members feel comfortable expressing their concerns?
6. Do you think there's a specific reason why some team members might hesitate to voice their concerns openly?
7. Have there been instances where decisions were made without sufficient input from the team?
8. Can you think of any factors that might be contributing to a gap in trust?

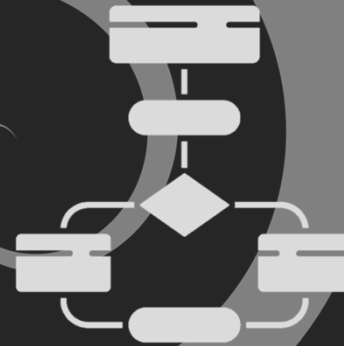
Now It's Your Turn



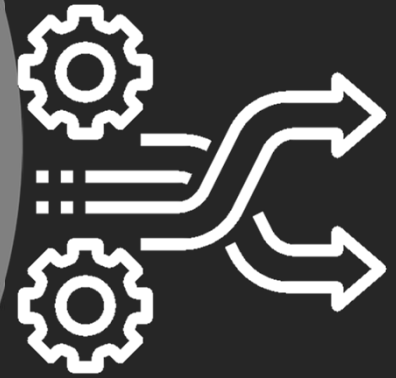
Performance Feedback



Time Management



Process or Procedure



Change Management



For Reference

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PRESENTERS



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