



Dialogue**WORKS**[®]
TRAINING

REAL TALK[®]

Creating REAL Conversations for Results[®]

“In 20 years of organizational development, I’ve never experienced a course that has the personal impact and power to change behavior that DialogueWORKS does.”

Director of Human Resources, Kodak

“We’ve seen leaders transition from needing to control everything to a leadership style of mutual understanding and agreement. The results are clearly evident with employees — higher levels of commitment and performance. DialogueWORKS helps to achieve that!”

Manager of Learning Development
Comcast Cable, Inc.

Are you apprehensive when discussing tough topics? Would you like to improve the quality of your personal and professional relationships? Could accountability and execution use a boost? Are you uncomfortable talking about certain topics remotely? Could rapport be enhanced to establish increased respect and trust among individuals, teams, and leadership?

You may be holding the conversations—but recognize that the results you want are still not there. Our perception of tough conversations can make it awkward to hold them, or we avoid them altogether. If you want to expand your capacity to resolve these issues, create respect, build relationships, and get better results, you need to learn to hold REAL conversations!

What is a REAL Conversation?

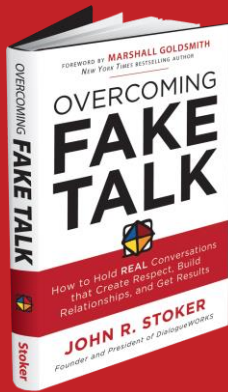
- REAL Conversations[®] get results, increase respect, and build relationships—unlike conversations which generate lots of chatter, but never any real change.
- REAL Conversation uses the skills of effective dialogue to increase engagement, contribution, and candor to talk about what matters most.
- REAL Conversation creates shared understanding in an atmosphere of shared respect, authenticity, and a desire to learn.

REAL Conversations for Results[®] Training

REAL Conversations[®] are created when eight universal principles are applied, principles which govern the effectiveness of every conversation that you hold. Learning to use and manage the dynamics of REAL Conversations[®] will help you increase personal engagement, create a culture of accountability, and improve individual productivity, which will naturally lead to exceptional results.

The ability to talk about what matters most will improve contribution, collaboration, and strengthen teamwork in solving problems and managing complex challenges in cross-functional workgroups. As productivity increases, employee and customer satisfaction will also increase. Talking candidly about competing demands within work projects will improve alignment and execution of objectives to reach the desired results.





REAL TALK: Creating REAL Conversations for Results® was developed by Dr. John R. Stoker, author of the book **Overcoming FAKE TALK**, available now in bookstores and online.

RESULTS?

Learn how...

...an aerospace company reduced aircraft assembly time from 18 to 11 months, saving millions of dollars.

...a food services company reduced turnover by 25% in the first year.

...a well-known healthcare provider won a major award by increasing openness and improving efficiency.



This training supports leaders, managers, and individuals to learn and apply the conversation skills that will help them establish connection, increase engagement, and gain the confidence to hold the most difficult conversation in a way that builds a culture of respect and trust.

What Will You Learn?

The **REAL Conversations®** training will help you master a variety of skills that will improve both your personal relationships and your professional life. You will learn to:

- Recognize and manage the dynamics of any difficult conversation.
- Learn the skills and a simple process for talking about any tough issue.
- Increase personal engagement by recognizing and matching the interaction styles of others.
- Recognizing when your thinking creates the emotion and defensiveness that sabotage respect and engagement.
- Ask questions that increase contribution and collaboration to increase motivation.
- Prepare a conversation so that rationality rules the conversation rather than allowing your protective instincts to run the show.
- Express your ideas and views without creating defensiveness.
- Deliver messages that are pervasive and powerful.
- Listen and attend to the spoken and unspoken messages that people are sending.
- Defuse defensive and emotional reaction and discover the message behind the emotion.
- Solve problems by encouraging and exploring differing perspectives.

What Are the Benefits of this Training?

Individuals increase their capacity to hold any difficult conversation by using a simple four-step process. This process helps to build rapport and increase respect and trust, while increasing accountability, execution, and productivity.

Teams learn to adopt an attitude of openness and candor. With increased contribution and collaboration, learning is improved, so problem-solving and decision-making naturally improve as well.

An improved organizational culture results as integrity, commitment, and trust increase. This kind of culture increases employee engagement, improves retention, and reduces turnover. If any of these outcomes interest you, then you and your team need **Creating REAL Conversations for Results®**.

Duration

This course is available in two-day, one-day, and half-day live formats. The course may also be taught live, online in a format that is preferred by the client.

What's Next?

If you, your associates, or your organization struggle with holding difficult conversations, resolving conflict, providing feedback, or increasing teamwork, then **REAL Conversations®** training is for you. Call 1-801-362-4046 or e-mail us at info@dialogueworks.com.

REAL TALK® Participant Materials

REAL Talk Participant Manual

Each participant receives a detailed participant manual which aids in learning the principles and allows them to practice the skills taught in the course. The participant manual contains illustrations, explanations, quotes, and reference material that enhances the course training.

REAL Talk Cues & Do's

Cues and Do's are a series of email lessons that participants receive weekly for a specified number of weeks following the completion of their training. Each lesson presents a principle, detailed explanation, and several "cues" or behaviors that participants should recognize from the training. The email also offers some "do's," or plans of action an individual may choose to implement.

REAL Talk App

Participants are given access to an app which can be downloaded to any mobile device, and which they can use to prepare any difficult conversation. Notes and plans they record in the application can be saved and recalled for preparing and holding their important conversations.

REALcasts

By registering on the DialogueWORKS website (www.dialogueworks.com), participants gain access to ten audio recordings that review course content and offer new skills and applications. REALcasts can be streamed from the DialogueWORKS website or downloaded to a computer or portable storage device.

