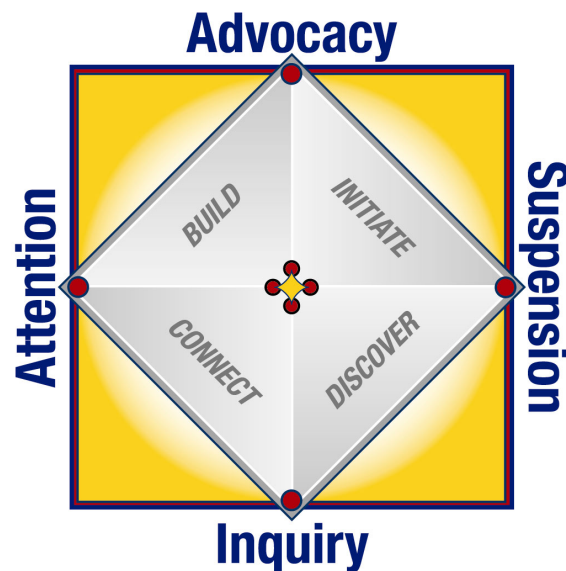


DialogueWORKS®

COLLABORATING FOR RESULTS

“It’s the learning speed of the slowest many, not the brightest few, that will set the pace for your company.”

Jim Handan



WHAT IS IT?

DialogueWORKS: Collaborating for Results is a two-day interpersonal communications program that helps participants build their capacity to work through tough issues. This process helps bring shared understanding, openness, and commitment while building and strengthening relationships.

The training mixes multiple modes of learning—theory, practice, personal awareness—using video, personal exercises, self-assessment, and role-play in order to address the practical problems that participants are facing.

An organization's competitive edge can lie within the capacity of its people to relate to and effectively communicate with one another. We'll show you how dialogue can work to make your company more successful.

WHY DO WE NEED IT?

“Communicate?! I know how to communicate!” Such is the cry of most individuals who are confronted about their ability to communicate effectively. Yet most of us avoid the difficult conversation, take things personally, become emotional, and/or push too hard to get our way.

Of course it may be difficult to eliminate all ineffective responses, eradicate all conflict, or perfectly coordinate all our efforts to ensure understanding. However, these difficult situations can become the exceptions rather than the rule.

When team members use and reinforce dialogue skills, the performance of the team improves considerably. Why? Because there is less holding back and less rework among team members. People are free to focus on business

rather than worry about playing the political game or avoiding personalities. And they have more time and energy to direct toward creativity and innovation.

We have also found that with improved communication, individuals are more willing to put all the information they possess on the table, thereby making a maximum contribution to the team's success. In turn, this open environment fuels team and individual participation, creativity, learning, and growth.

WHO IS IT FOR?

DialogueWORKS: Collaborating for Results is designed for anyone who not only wants to improve overall communication, but who also wants to provide more effective feedback—and those who want to learn to create and sustain more effective team dynamics, performance management, negotiation, conflict resolution, coaching, and meeting management.

COURSE CONTENT

The **DialogueWORKS: Collaborating for Results** program provides a communication model which allows individuals to understand and manage the dynamics of effective communication. People of diverse backgrounds and opinions learn to suspend their thinking in order to share their perspectives in a spirit of contribution instead of control.

Participants learn effective ways of inquiring into the perspectives of others, listening to what is or is not being said, and sharing without creating defensiveness. In addition, participants learn to recognize and correct common communication challenges such as jumping to conclusions, spiraling into negative interactions, acting on unsubstantiated interpretations, and defaulting to fight or flight behaviors.

OUTCOMES AND RESULTS

DialogueWORKS: Collaborating for Results enables individuals to:

- *Suspend perception and increase openness*
- *Identify mental models*
- *Clarify hidden meaning*
- *Identify and share “undiscussables”*
- *Listen for new insights*
- *Inquire in ways that build respect and re-establish relationships*
- *Invite opposing views*
- *Defuse emotional situations*
- *Share without creating defensiveness*
- *Create more satisfying solutions*
- *Improve teamwork and productivity*



224 SOUTH MAIN, SUITE 215 SPRINGVILLE, UTAH 84663
TEL (801) 491-5010 FAX (801) 491-0808
WWW.LIGHTSTORMCONSULTING.COM