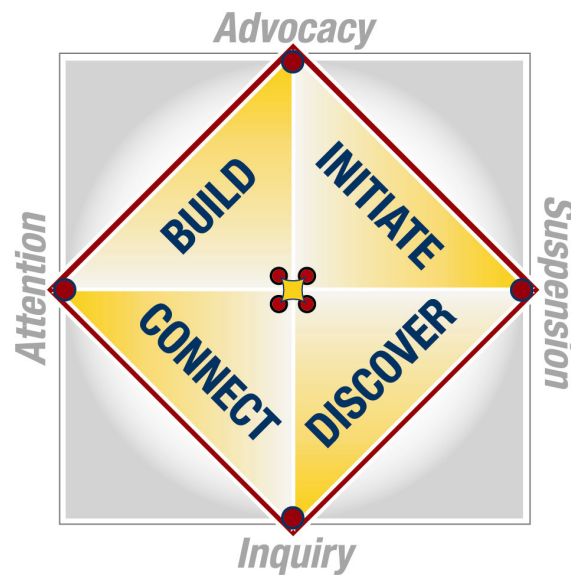


DialogueWORKS®

EXPANDING LEADERSHIP CAPACITY

“Great leaders transform the ordinary into the extraordinary.”

Anne Moore



WHAT IS IT?

DialogueWorks: Expanding Leadership Capacity is a two-day personal and professional development program for formal or informal leaders within any organization.

This course incorporates the “Dialogue Communication Model” specifically adapted to the challenges which leaders face in defusing defensiveness, giving and soliciting feedback, managing expectations, and creating and expressing value for others.

The process applies theory and involves self-assessment, role-play opportunities, and video examples of timely communication challenges faced on professional and personal levels. The program is pertinent to each individual

participant because each is asked to complete a self-assessment prior to the beginning of the workshop. The results of this self-assessment form the basis for course instruction and steer the creation of a personalized action plan.

By the end of the program, participants will be able to apply a communication model to any difficult conversation as well as plan and manage the dynamics of the interaction.

WHY DO WE NEED IT?

Managers trump companies! Research indicates that employees join *companies* but leave *leaders*. Company leaders have a more direct impact on profitability, productivity, retention, and workplace satisfaction than any other single factor. The Corporate Leadership Council recently

surveyed 8,000 leaders in 31 different organizations from 6 industries in 8 different countries and found that “people management” was perceived as the primary weakness among organizational leaders.

Of these people management skills, communication was recognized as the primary deficiency. Specifically, the research identified that leaders lack the ability to clearly communicate expectations, recognize and reward achievement, inspire others, identify and articulate a long-term vision, and hold people accountable. A leader's ability to communicate undoubtedly impacts his or her capacity to get results, foster increased work satisfaction, build trust, and aid in retention.

WHO IS IT FOR?

DialogueWorks: Expanding Leadership Capacity is designed to assist leaders at all levels of an organization. This program is valuable to anyone interested in improving leadership and communication skills in order to more effectively manage human interaction on personal and professional levels.

COURSE CONTENT

DialogueWorks: Expanding Leadership Capacity addresses the critical need for “people management skills” by applying the Dialogue Communication Model to leadership communication situations. The course introduces and reviews the dialogue skills of *suspending*, *attending*, *inquiring*, and *advocating* as valuable tools of communication. These skills are then combined to identify the fields of effective one-on-one communication: *initiating*, *discovering*, *connecting*, and *building*.

Participants learn to apply this model and expand their capacity for understanding and defusing defensiveness, giving and requesting feedback, managing expectations, and recognizing the contributions of others. Participants also learn to apply the Dialogue Communication Model to any difficult conversation that they may be avoiding.

In summary, participants learn how to initiate a difficult conversation, discover and share diverse perspectives, connect with others and their ideas, and build more satisfactory and fulfilling solutions.

OUTCOMES AND RESULTS

DialogueWorks: Expanding Leadership Capacity enables individuals to:

- *Apply an effective communication model to any difficult conversation*
- *Identify the source of conflict in interactions*
- *Enhance understanding of self and others*
- *Defuse defensiveness*
- *Clarify assumptions*
- *Understand the logic of others' thinking*
- *Provide feedback more respectfully*
- *Increase the likelihood of receiving honest feedback*
- *Recognize and re-establish value for others' contributions*
- *Increase ability to learn more deeply*
- *Build respect and trust in personal and professional relationships*



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