

# Remaining Candid and Curious under Pressure



## PRODUCT OVERVIEW

# Conversational Capacity

Learn the Conversational Sweet Spot and get these results:



Successful teams that perform under pressure



Individuals who can address tough issues in constructive ways



Teams that work together to make informed decisions



Increased collaboration and innovation

You can have the smartest people around the table, but if minor differences in opinion throw conversations off track and hinder progress, you're not getting access to their best thinking. When a challenging topic or conflict arises, natural defences kick in, making open and honest dialogue difficult.

When this happens, people can be either overly cautious and don't speak openly or they get defensive and argumentative. Most people don't have the awareness or skills to work through it, so creativity, collaboration, and innovation suffer.

Imagine if instead of wasting time with ineffective conversations, your teams were capable of having open, productive dialogue that resulted in collaboration and finding the best solutions. Your teams should be able to put their most difficult, painful, divisive issues on the table and work through them in fair and productive ways.

Conversational Capacity teaches people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure.

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## Conversational Capacity®



The  
**Sweet Spot**  
in any meeting or  
conversation is where  
**candour** and  
**curiosity** are in  
balance.

### WHO SHOULD ATTEND?

Anyone dealing with difficult  
people or tough problems

Individuals, teams, managers,  
executive leaders

## THE PROVEN FORMULA TO INCREASE CONVERSATIONAL CAPACITY IN YOUR ORGANISATION

Conversational Capacity can be delivered as a one-day, face-to-face workshop or as three 2-hour virtual sessions. Both designs include compelling visuals and materials, engaging videos, and proven learning activities that teach participants:

- The mindset of conversational capacity
- The natural tendencies to either “minimise” or “win” and the consequences of both
- How to quickly recognise when these emotional reactions threaten to throw us off balance
- The four skills for balancing candour and curiosity to stay in the conversational sweet spot

After the workshop, participants will have the skills to stay in the conversational sweet spot, allowing for increased creativity and innovation, and avoiding regrets over things that happen in the heat of the moment.

Don't let unproductive conversations derail meetings and stall projects, wasting time and money for the organisation. When people can address tough issues in fair and constructive ways, teams can engage in learning-focused dialogue so they can make informed decisions, find the best solutions, and help projects move forward as they should.

### Ready to get started?

Here's how to implement a successful training initiative in three easy steps:

1. Decide – we'll help you decide who gets the training and why
2. Prepare – we'll help you order materials and prepare the facilitator
3. Deliver – we'll help you deliver impeccable training at your company

**Contact Blanchard Australia**  
call 1300 25 26 24 to get started

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