



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 challenged in dealing with difficult people? Are your key relationships poor or strained? Do you get the results you want, personally and professionally? Are accountability and precise execution lacking? Do you hold conversations to solve problems, only to have the same problems occur over and over again? Are you continually confronted by a lack of respect or blatant disrespect?

If you experience any of these issues, you are probably engaging in “fake talk.” You hold a variety of conversations to address tough topics, but you just don’t seem to get the results you desire. If you want to resolve these issues, create respect, build your 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 “fake talk,” which generates 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 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 engage the dynamics of REAL conversations will help you increase personal engagement and create a culture of accountability that will naturally lead to exceptional results.

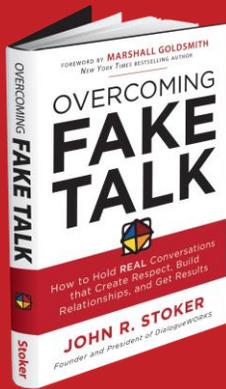
The ability to talk about what matters most will improve cooperation and collaboration and strengthen teamwork in solving problems and managing complex challenges in cross-functional workgroups. As productivity increases, employee and customer satisfaction will also increase. Talking candidly about competing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



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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.



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 also discover the message behind the emotion.
- Solve problems by encouraging and exploring differing perspectives.

Who Needs This Training?

A better question is, “Who doesn’t?”

Do you or people you work with struggle to talk about broken commitments, poor performance, lack of accountability, useless meetings, safety violations, a failure to tell the truth, strained relationships, a lack of respect, tardiness, bad attitude, and ongoing conflicts?

Do you have to deal with people who constantly criticize you and everyone else, don’t do their fair share of the work, cave in when confronted, can’t meet a deadline, or refuse to learn new skills?

Or perhaps you find it difficult to talk about “sacred cows,” or to work with people who “go along to get along.” Maybe you or your associates avoid conflict like the plague. If such situations are the norm rather than the exception, then you and your team need **Creating REAL Conversations for Results®**.

What’s Next?

If you, your associates, or your organization struggle with holding difficult conversations, resolving conflict, providing feedback, or increasing teamwork, then the **REAL Conversations** training is for you. Call 1-801-491-5010 or e-mail us at info@dialogueworks.com.