



In-The-Moment Conversations™

A Virtual Training Course to Accelerate the Momentum of Your Organization

In this course your culture will engage in conversations to accelerate the momentum of your organization, measured by increased employee engagement, higher performing teams, and a greater patient experience of value creating service. The intention of our training is increased top line revenue, bottom line profitability, and cash flow to fulfill your organization's vision and mission.

“Only three things happen naturally in organizations: friction, confusion and underperformance; everything else requires leadership.”

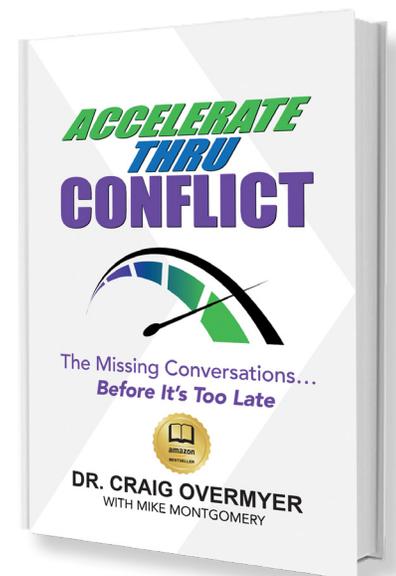
— Peter Drucker

- Discover how to raise the quality of conversations to accelerate organizational growth.
- Become comfortable having uncomfortable conversations to hold people accountable.
- Have candid conversations with anyone using 8 Accelerator Question Guidelines.

This course is based on the Best-Selling Book:

Accelerate Thru Conflict-The Missing Conversations... Before It's Too Late

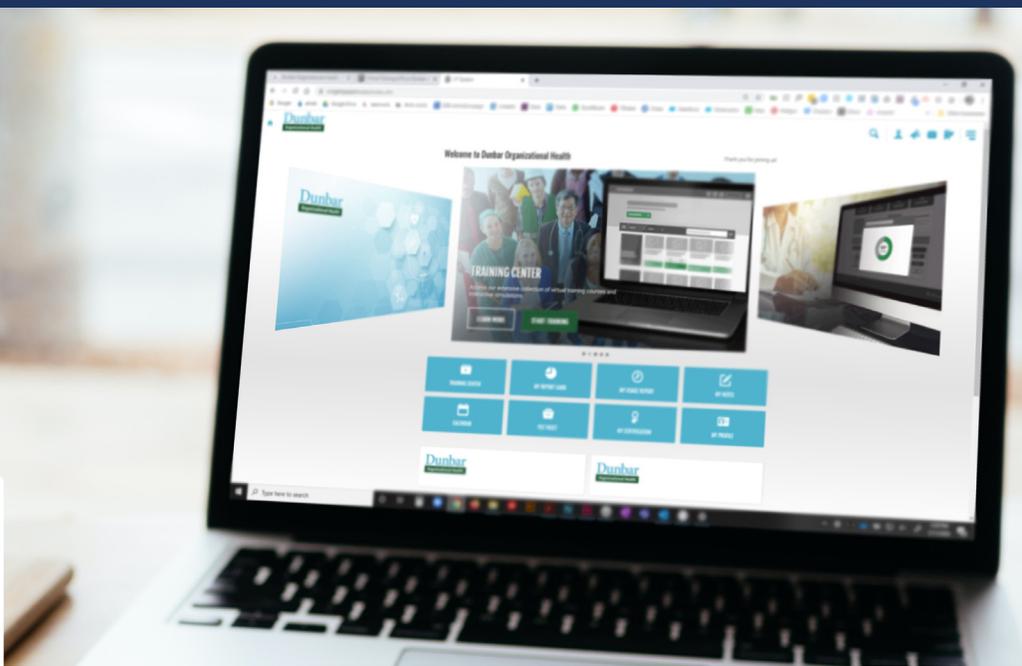
Transform friction, confusion and underperformance before it's too late; that is, before the stakes are high, disengagement rises, and performance slacks off.



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Leadership Training for Improved Engagement and Performance



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In-The-Moment Conversations™

Program Overview

Friction is natural and necessary for growth, but what does it take to transform friction that shows up as either false harmony or destructive conflict into productive conflict? In this course you will learn how dynamic friction begins with In-The-Moment Conversations™ to head off destructive conflict.

Leaders whose temperament is to avoid conflict need a psychologically safe environment to speak up, be vulnerable, and stay focused on the higher purpose of the organization. Leaders whose temperament is to seek conflict are trained to listen with empathy, make it safe to be vulnerable, and learn from mistakes.

“They came in, they looked at where we were, they looked at the culture we had in place and what we needed to get done. To me, it was a great experience because it was a partnership.”

— Linda Simmons, FACHE, Hospital CEO

What's Included?

- Over 2 hours of video on a Virtual Training Platform
- Productive Conflict Profile for each participant
- Team View reports and one-on-one Comparison Reports
- Participant handouts, take-away cards, and group activities
- Facilitation training for your small group leaders
- Online progress reports and reminder notifications
- Course Workbook for in-depth group discussion

In-The-Moment Conversations™

Chapter Outline:

- Chapter One: Lifting the Quality of Conversations
- Chapter Two: Create a Positive Climate of Engagement
- Chapter Three: The Growth Paradox
- Chapter Four: Leadership Impacts Performance
- Chapter Five: Embrace Productive Conflict
- Chapter Six: Automatic Thoughts and Destructive Responses
- Chapter Seven: Frazzled? Choose Productive Conflict
- Chapter Eight: Regain Focus
- Chapter Nine: Craft a Shared Vision
- Chapter Ten: Build Organizational Alignment
- Chapter Eleven: Champion Execution Habits
- Chapter Twelve: Embracing a Growth Mindset

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