

SMART Conversations® / Overview

Inspiring workforce excellence.

How would your organization benefit if your people had the communication skills to confidently handle team and client interactions, and the challenging conversations that arise? Our training transforms behavior and shapes culture in alignment with your organizational vision.

Effective communication is the key

SMART Conversations® will unlock the full potential of your staff and your organization's performance by providing your employees and managers with a new way to have meaningful conversations that...

- balance speaking and listening
- clarify intentions
- build trust and respect
- deliver on expectations
- focus on shared understanding

Our work centers on the four core conditions of SMART Conversations®:

Shared Meaning – are we talking about the same thing?

Authenticity – Are we being “real” with one another?

Respect – Can we extend respect to others and listen to their ideas and perspectives whether or not we agree?

Trust – Can we trust that everyone in the conversation is being truthful?

What are the benefits?

You can expect significant improvements in

- productivity
- client satisfaction
- collaboration
- staff retention
- business development



Creating a culture of collaboration

Our curriculum is built on the pioneering works of Stephen Covey's “The 7 Habits of Highly Effective People”, Peter Senge's “The Fifth Discipline,” Daniel Goleman's “Emotional Intelligence” and David Bohm's “On Dialogue.”

This facilitated training, delivered in a variety of ways, builds foundational skills in effective conversation, a platform for holding important conversations.

Our program

During the training, we'll cover essential elements of SMART Conversations®, including:

- creating a common understanding of interests vs. positions
- delving into the dangers of the “Belief Map”
- identifying & managing personal “Trigger Styles”
- experiencing a SMART Conversation using a real work situation

Contact information

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