



# CONVERSATIONAL EXCELLENCE: WHAT YOU NEED TO SUCCEED THESE DAYS

Today, it's business as unusual. Technology has brought forth so many amazing opportunities that are leading to massive changes in business, as we've known it. We're seeing every industry reinventing to meet the needs of today's new normal...and we're seeing collaboration and interpersonal skills becoming more important than ever.

But there are a lot of people within every organization whose jobs don't typically rely on their interpersonal skills and it's not their key strength. Their jobs are related to their functional expertise and until now, their proficiency in that was all that mattered.

So how can companies help those people feel comfortable interacting and effectively communicating with the rest of the organization?

## ConvEx simplifies what's complex

With all the rapid and continual changes it's understandable that people can feel overwhelmed and uncomfortable. But now's not the time to let anything stand in the way...especially confidence. Because even the smartest words said without confidence can sabotage what's being said. Our Conversational Excellence (ConvEx) program equips people with the tools, skillsets and insights that will turn them from timid into masters of conversations that drive success through our proprietary 4S Conversations® Model.

- **Coaching:** Optimizing one-to-one development

- **Team Engagement & Development:** Creating a unified culture based in commitment and performance
- **Collaboration:** Aligning team goals with organization needs
- **Conversation with Self:** Gaining and maintaining focus to drive success

In our program, managers and teams will learn through real-world challenges and gain game-changing skills that will help your company see measurable results including: productivity, leadership, accountability, better use of internal resources, use of learning and development tools and resources, employee engagement, morale, and retention.

## ConvEx program design and duration

Behavior changes happen over time, not overnight. That's why ConvEx is designed as a 12-month learning pathway comprised of live instructor-led workshops, e-learning, micro-learning (e.g. video, reading and games) and ongoing assessments.



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