



COLLABORATING FOR RESULTS[®] EXECUTIVE PREVIEW

The **Executive Preview** session is designed to provide an overview of the *DialogueWORKS: Collaborating for Results[®]* content in a fun and interactive way to improve your skills and increase your capacity to address current challenges.

The key elements of this lively three-hour session include:

THE EFFECTIVENESS MODEL

The **Effectiveness Model**

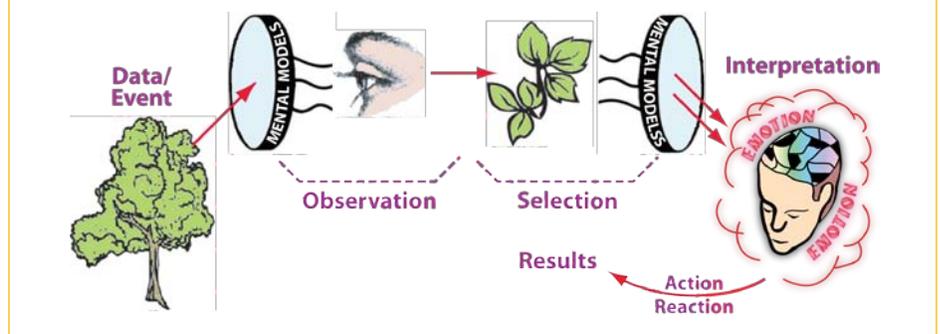
illustrates the interconnectedness of *results*, *respect*, and *relationship* as they relate to creating desired outcomes.



SUSPENDING: THE KEY TO MANAGING EFFECTIVE PERFORMANCE

In order to manage people and their performance, we must first be able to recognize and assess the accuracy of our own thinking as well as suspend any thinking that hinders effective communication. Feedback and direction we give to

THE PROCESS OF PERCEPTION



others is often colored by – if not driven by – our own perceptions and interpretations, even if we are not aware that we have them!

CREATING OUR PERCEPTIONS

We will examine the normal thinking process of human beings to understand how people formulate perceptions and interpretations. This is a key element to the emotional “self-defense” component of many sensitive communication interactions and is the foundation of the resulting actions or reactions.

RECOGNIZING OUR MENTAL MODELS

Understanding the process by which our perceptions are formed

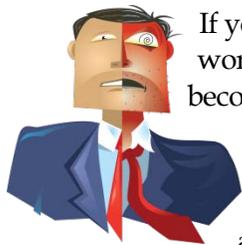
helps us identify the perceptions or the mental models under which we operate – mental models which might be limiting our capacity to achieve results.

We will learn to recognize our mental models through an experiential group activity.

UNDERSTANDING THE BRAIN'S PHYSIOLOGY

Understanding how the different parts of the human brain function in concert provides insight into how our emotions are connected to our thinking and how we relate to and communicate with others.

In this section, we will explore some of the “thinking traps” we fall into because of the way the brain processes information.



If you have ever wondered why people become defensive or angry and what can be done to work through or around these emotions,

you will find the information in this section *extremely* enlightening.

DISTINGUISHING DATA FROM INTERPRETATION

Learning to distinguish *data*, or facts, from *interpretation*, or the *meaning* we assign to the data, is the easiest way to increase the accuracy of your thinking.

Lively class discussion and salient video exercises help participants learn and master this skill, which is a vital element in providing feedback and managing performance.

INCREASING YOUR PREPARATION

Stack the deck in favor of success before stepping into what promises to be a difficult or sensitive conversation by using the steps presented in this section as you prepare. If you are prepared, you are far more likely to use elements like tone, inflection, and word choice in a way that promotes respect and collaboration – all of which will support achieving your desired results.



USING A RECIPE FOR GIVING FEEDBACK

Participants will have the opportunity to recreate a difficult conversation they have had in the past or begin to prepare for an encounter they have been avoiding by using the **DIAL-In Model** to create a feedback conversation.

IDENTIFYING TAKE-AWAYS

To summarize your experience, you will identify specific, personal objectives based on principles you have learned in the session. There will also be ample opportunity to ask questions and share insights as we wrap up our time together.

We will spend the last 15 minutes reviewing the content of the entire course and answering any questions you may have.

*We hope you will join us for this dynamic and enlightening session! Invest just a few hours of your time, and you will have an opportunity to preview the exciting **DialogueWORKS: Collaborating for Results®** course content and learn something that will immediately improve the effectiveness of your conversations!*

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