

What's in it for you?

You can have the smartest people around the table, but if minor differences in opinion throw conversations off track, you're not getting access to their best thinking.

When a challenging topic or conflict arises, natural defenses kick in, making open and honest dialogue difficult. This can lead to people either becoming overly cautious and not speaking openly or getting defensive and argumentative.

Without the necessary awareness or skills to work through it, creativity, collaboration, and innovation suffer.

Your leaders, your people and teams should be able to put their most difficult, painful, divisive issues on the table and work through them in fair and productive ways.

Our Conversational Capacity® learning journey teaches your people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure.

Who should attend?

Everyone in the organization.

Check it out!

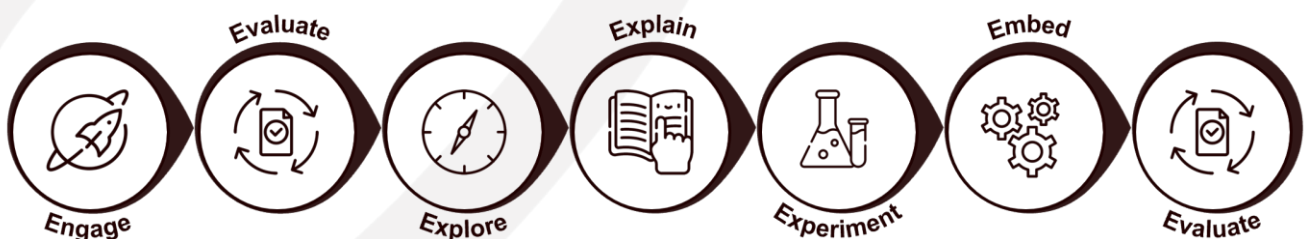


“Building my Conversational Capacity has changed the way I approach problem-solving with my team and led to an increasingly engaged team who feels more comfortable in speaking up and challenging me and others.”

Happy Learner

Cegos Learning Framework

We apply our holistic and dynamic Learning Framework to build learning journeys that deliver more than just awareness of competencies and skills.



Every journey engages the learners beyond knowledge, learning step by step, to explore, experiment and embed their learning, transforming skills into performance.

Conversational Capacity®

CEGOS SWISS. ONE ESSENTIAL AT A TIME.

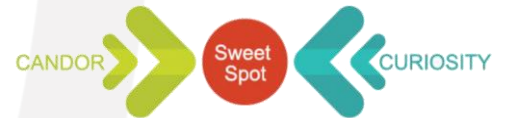


By completing this learning journey, they will:

- Learn the skillset for keeping conversations open, balanced, and productive: two skills that build genuine candor and two that build curiosity.
- Build awareness to recognize when fight-or-flight reactions prevent real listening and create discomfort in others and allow for a more intentional response to challenging conversations.
- Adopt a learning-focused mindset by exploring diverse perspectives and listening to contrasting views because that is where the most significant opportunities for insights and growth are.
- Recognize triggers.
- Communicate with confidence.

#MAKINGADIFFERENCE

A proven model:

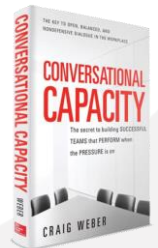


Conversational Capacity® model

Digital learning:

- Conversational capacity
- Minimize or win
- Catch it, name it, and tame it
- Conversational capacity mindset
- The candor skills
- The curiosity skills

Best seller



Delivery modes:



Blended learning accessible in our [LearningHub](#).



Can be delivered **in-person and/or virtually** as most appropriate to you and your learners.

Duration: 14h total learning



6 hours of instructor-led learning.



8 hours of self-directed and on-the-job learning.

REF: CCP

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“One conversation at a time.”

#TIL