

SMART Conversations®

Creating cultures of Authenticity, Respect and Trust.

What is Miscommunication Costing You?

If excellent communication skills build trust and respect, diffuse tense employee situations, save client relationships and keep your organization's image intact, what do you risk if you don't have the right skills on board? Managing the fallout of broken relationships, dissatisfied customers, unhappy employees and liability issues can kill a business.

Manage difficult situations with ease and communicate your "wants" and "needs" in a way that people can hear them. SMART Conversations®, a language technology called "dialogue," is based on 5 principles and 4 core conditions. This skill gives individuals and teams a common language to do the work they need to do and to surface "Undiscussables," things people think and feel but will not say.

The SMART acronym stands for...

- Shared Meaning— are we talking about the same thing?
- Authenticity— are we being 'real' with each other?
- Respect— are we open to listening to differing perspectives?
- Trust— can we extend trust to everyone in the conversation?

For more information, or to reserve your seat, contact Bob Zinsser at (904) 472-3706 or email robert@getinthegamese.com today.

Workshop Details

Who? Paul Weisman, &
Robert Zinsser
Where? Venture Plex
When? Monday, July 26,
2010, at 8 am
Fee: \$500/person

SMART Conversations®

Offered by Get in the Game SE

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SMART Conversations® Agreements

Discover new insights or connections.

Inquire with the intent to *understand* not to persuade.

Avoid assumptions and suspend judgment.

Listen to and respect all points of view.

Observe & manage your trigger style.

Give voice to whatever is important to you.

Uphold the four core conditions: Shared Meaning,
Authenticity, Respect and Trust.

Encourage everyone to express their perspectives.