

CONVERSATIONAL CAPACITY COLLABORATIVE ONLINE

Public Workshop



Five-Week Online Learning Journey

Includes virtual sessions on Wednesdays at either 8:00 a.m. or 5:00 p.m. Pacific time.

- Launch Session 1: July 28
- Inspire Session 1: August 4
- Inspire Session 2: August 11
- Inspire Session 3: August 18
- Inspire Session 4: August 25
- Inspire Session 5: September 1

The approximate time required to complete this self-paced digital program is 10–12 hours, or two hours per week (one hour attending a live virtual session and another hour for completing activities).

Find the Sweet Spot in Difficult Conversations

Conversational Capacity Collaborative Online is a learning journey that teaches the key concepts behind balancing candor and curiosity to find the sweet spot in difficult conversations.

- Learn the mindset of Conversational Capacity
- Discover the natural tendencies to either minimize or win and the consequences of both
- Acquire the four skills for balancing candor and curiosity to stay in the conversational sweet spot
- Gain ways to maintain a learning-focused mindset
- Meet like-minded individuals and build connections
- Receive practical tools for post-workshop use
- Apply what you learn each week in real time

For more information, contact your
Blanchard Sales Associate or visit us online at:

**[www.kenblanchard.com/
conversationalcapacitycollaborativeonline](http://www.kenblanchard.com/conversationalcapacitycollaborativeonline)**

Conversational Capacity®



The
Sweet Spot
in any meeting or
conversation is where
candor and **curiosity**
are in balance.

Who Should Attend?

Anyone—individuals, teams, managers, executive leaders—dealing with difficult people or tough problems.

**Invest in Yourself
Register Today**

\$229 USD

Sales tax applied to course materials for all sessions as required. Registration includes workshop and materials.

Ken^{THE}**Blanchard**
COMPANIES

Learning Journey Overview

Your transformation happens in a collaborative, moderated class that unfolds over five weeks. Self-directed learning blended with discussions, exercises, reflection, and offline assignments help you discover how to increase your conversational capacity.

You'll also have the opportunity to network with your fellow learners and forge new connections.

Each week is capped by a live virtual event led by Blanchard's leadership experts. The virtual events are scheduled in two global-friendly time slots, so one is sure to fit your schedule.

You'll receive these tools when you take the class:

- A Challenging Conversation Worksheet
- Natural Tendencies Survey
- Trigger Journal
- Conversational Capacity At a Glance
- My Action Plan
- Checklists on:
 - o Practicing Curiosity
 - o Practicing Candor
 - o Encouraging Your Team to Speak Up
 - o Tackling Touchy Topics
 - o Illuminating Blind Spots
 - o Six Ways to Make Your Meetings More Effective

Week 1: Getting Started

The experience begins. In Week 1 you will learn how to navigate the platform, what Conversational Capacity is, and how increasing it can help you reach your goals.

Week 2: Awareness

This week is all about learning to recognize your natural tendency to minimize or win. The observation that many of you have been making is that even though we lean toward one or the other, the situation can impact how we react.

Week 3: Mindset

This week you will learn to recognize your triggers and adopt a learning-focused mindset, so you can react in a balanced and intentional way—even under pressure.

Week 4: Skillset

By this point you've learned what your natural tendency is—to minimize or win—and how that can vary depending on the situation. This week you will learn how to use the skillset of candor and curiosity to balance out those tendencies.

Week 5: Application

In our final week together, you will practice using the skillset and mindset together and learn how to apply it to your own challenging conversations.