



## ***Collaborating for Results***<sup>™</sup>

### **What is Dialogue?**

Despite all of our technological advances, the competitive edge for organizations still resides in human performance. Organizations that thrive in the future will not just *communicate*; they will need to engage in *dialogue*.

**DialogueWorks** explores the value of one-on-one and team communication by helping participants develop the skills it takes to work through tough issues in ways that bring shared understanding and commitment, while at the same time strengthening relationships.

**DialogueWorks** provides a process for people of diverse backgrounds and differing opinions to share their strategically essential perspectives.

It is difficult to eliminate all incorrect decisions, wipe out conflict in teams or make sure we are all doing exactly the right thing at exactly the right time. Fortunately, given correct training and practice, these situations can remain the exception rather than becoming the rule.

If team members use and reinforce dialogue skills, the performance of a team can improve considerably. Why?...Because there is less holding back among team members, and less of the rework that is caused by that holding back. People are free to focus on business rather than concentrate on politics or avoiding personalities, leaving time and energy that can be directed to creativity and innovation.

It is no surprise that individuals are more willing to put all the information they possess on the table—make a maximum contribution to the team’s success—when they know how to do it with a minimum of risk. By teaching these skills to individuals, the **DialogueWorks** training fuels creativity and problem-solving as well as revitalization and growth.

### **Course Objectives**

The program will show you how to:

- Contribute instead of control
- Share in ways that do not offend
- Identify and air out “undiscussables”
- Defuse explosive situations
- Identify mental models
- Uncover hidden barriers
- Inquire in ways that build respect
- Build satisfying solutions
- Invite opposing views
- Reestablish relationships
- Listen for new insights
- Improve productivity

In addition, **DialogueWorks** helps you recognize and correct common communication challenges such as jumping to conclusions, spiraling into negative interactions, acting on unsubstantiated conclusions, and defaulting to fight or flight behaviors.

### **Learning Process**

The learning process mixes theory, practice, and personal awareness, using video, personal exercises, self-assessment, and structured rehearsals. In short, the training encompasses multiple modes of learning, allowing the concepts and skills to be transferred into practical application in the workplace.

### **Who Should Attend?**

Team members, middle managers, executives and anyone who is challenged to create and sustain more effective team dynamics, performance management, negotiation, conflict resolution, coaching, and meeting management.



# Dialogue**WORKS**<sup>®</sup>

## *Arizona Facilitators*



**Debra Exner, PCC, CPCC**, is a speaker, workshop leader and certified coach. She brings over 20 years of experience in collaborating with colleagues and clients to increase creativity and maximize results. Her inviting and energizing style opens people's minds to new learning and the development of new skills. Her work as a cancer patient advocate led her to teach people how to speak about what they want and need — preferably before they are dealing with life and death issues. Debra has worked with numerous corporations and non-profit organizations. She is a professional member of the National Speakers Association and is President of the Phoenix International Coach Federation chapter.

**602-298-1129**

**dexner@exnerassociates.com**  
**www.exnerassociates.com**

**Cassandra O'Neill, MA**, has over 20 years of experience, consulting with and providing technical assistance to over 80 organizations in the social sector. She applies strength based approaches to facilitation, strategic planning, coaching, training, research, and evaluation. Cassandra also worked for state government agencies, the National Governors' Association, the National Association of State and Territorial Health Officials, and Rutgers University. She is a member of the Alliance of Nonprofit Management's Board Governance Affinity Group, and is serving as the Local Affiliate Representative to the American Evaluation Association Local Affiliates Council. She offers training on Strengths Based Coaching and Facilitation, Cognitive Coaching, and DialogueWorks.

**520 403-0687**

**cassandraoneill@comcast.net**  
**www.wholonomyconsulting.com**

**Melanie Ohm's** work has evolved from a background in business, the social sector, university-community leadership and the performing arts. Her ability to focus on detail with an eye to the broader context, and her talent for collaboration in diverse environments, have placed her as a consultant to government agencies, educational institutions, and nonprofit organizations, working side by side with leadership to build capacity, facilitate communication and implement change. Melanie specializes in program design, training and in facilitation using collaborative processes. She is president of Concepts Consulting Group located in Phoenix, Arizona, and co-founder/co-director of the Cultural Arts Coalition.

**480.580.6257**

**melanie@conceptsconsultinggroup.com**  
**www.conceptsconsultinggroup.com**

**Karen Ramsey, ACC, SPHR**, is the President and CEO of Lead for Good, a nonprofit organization dedicated to helping individuals become great leaders so they may better serve the missions of social sector organizations. A Certified Coach and Senior Professional in Human Resources, Karen has over 20 years of leadership experience which includes serving as VP of Human Resources for a Fortune 500 company and chairing 16 boards of directors for various nonprofit organizations. She holds a B.A. in Economics from the College of William and Mary and an M.S. in Communications from Virginia Commonwealth University. Karen is the past-president of the Phoenix International Coach Federation chapter.

**(602) 541-4383**

**kwr@compliancepartnershr.com**