

# MAKING MEETINGS COUNT

## THE CHALLENGE

In today's workplace, almost everything significant that is accomplished is accomplished with and through conversation – often through meetings, in one form or another. Unfortunately, most groups and teams lack such strong conversational norms, resulting in miscommunication and other inefficiencies. When difficulties arise, most team members see others' roles in miscommunication more so than they see their own role, which further exacerbates communication challenges. This workshop leverages the Team Dialogue Indicator, which takes about 20 minutes for each team member to complete in advance, to show the team how they can tactically and tangibly improve their conversational dynamics.

## OBJECTIVES

Participants in this workshop will...



Deeply appreciate the impact of conversational norms on individual and collective outcomes



Gain valuable insight into the quality of their own team's conversational norms



Increase self-awareness into what they do to contribute, positively and negatively, to conversational norms



Identify commitments to improve group conversations



Experience communication improvement in the moment

## SAMPLE AGENDA

9:00 - 9:15	Welcome & Introductions
9:15 - 9:30	The Case for Conversation
9:30 - 10:15	Team Dialogue Indicator Report Observations
10:15 - 10:30	Break
10:30 - 11:15	Activity: (Re)Setting Norms through Declarations & Requests
11:15 - 12:00	Commitments to Improve Team Conversational Norms
12:00 - 1:00	Lunch
1:00 - 2:00	Action Learning: Meeting #1
2:00 - 2:15	Break
2:15 - 3:15	Action Learning: Meeting #2
3:15 - 3:45	Commitment to Action & Follow-Up
3:45 - 4:00	Closing

## IDEAL PARTICIPANTS

Intact teams (including the team leader). Can be scaled for a single team or multiple teams, up to around 30 participants.

## CLIENT TESTIMONIALS

"I engaged Carylynn to help a team of cross-functional leaders operate as a more high performing team. The group was meeting once a week to discuss our business and to work together to solve organizational problems. The quality of the discussions was low and would often get derailed into random tangents and there was some passive aggressive behavior that had become the norm with a group who had worked together for a long time.

The tool invited everyone to anonymously assess the current state of conversation on the team and resulted in an aggregate dataset that created the foundation for our workshop. Using the objective data as a baseline, Cary did an excellent job helping to illuminate some of the conversational dynamics that were holding the team back from surfacing the best ideas and being productive with the meeting time. One impactful example that Cary highlighted was that there are several ways of asking questions and way questions were asked could signal many different intentions to the group. By outlining different question types and sharing examples, we developed a common language and after Cary left, we were able to hold each other accountable real time in future discussions, by pointing out when individuals were framing feedback as a question or asking questions purely out of curiosity vs. moving toward an intended outcome.

I would highly recommend this tool/workshop for any team, new or old, that wants to improve their conversations to drive better business outcomes."

- Kelli Koschmann, VP of Talent, Sittercity



Source: TheRightConversation.co.uk