

# Change the Conversation **CHANGE THE CULTURE**

This eye-opening critical communication program is a must see as workplace communication becomes more of a challenge. As a certified conflict resolution expert, Colene gives practical tips to help attendees have conversations that address differences of opinion to resolve issues; she calls them Tough Talks.

## **PROGRAM FOCUS**

High-stakes conversations take place, or are avoided, every day within your organization that have a profound effect on the bottom line. This presentation prioritizes and connects communication to business strategy by promoting dialogue that leads to superior decision making, builds trust and teamwork, and resolves issues more efficiently. The outcome will be a more creative and productive workforce with a low rate of turnover.

With the aid of video scenarios, this interactive program will provide attendees with immediate “take home” action items to strategically position leaders to initiate cultural change, from the C-Suite to the front desk, which lead to greater organizational profits and talent retention.

## **PROGRAM OBJECTIVES**

- 5 steps that strategically change the culture of communication within your company for elevated profits and talent retention.
- Align communication with the values, vision, and mission of your organization to support corporate objectives.
- Influence organizational accountability that leads to superior decision making.