

Introducing

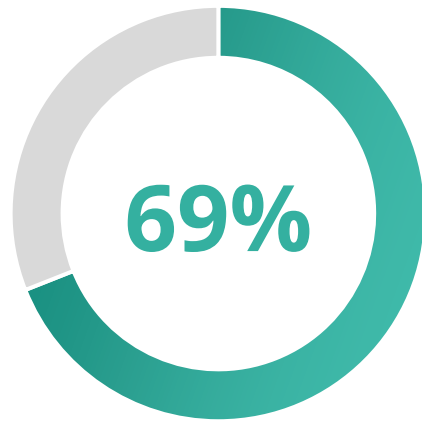
Situational Conversations™

Applying Situational Leadership® behaviors through conversation to drive behavior change

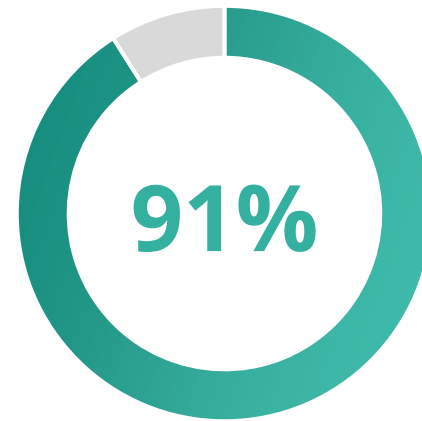


Enable your leaders to drive success and engagement through impactful conversations

Situational Conversations™ equips leaders with the ability to drive behavior change by applying Situational Leadership® skills to conversations with the people they lead. By employing a whole-person approach to conversations, your leaders will understand the many factors that impact performance. Making these conversations an everyday practice will create an environment of transparency and trust that fosters honest, open performance conversations.



of managers say that they're often uncomfortable communicating with employees.¹



of employees feel their managers lack effective communication skills.²

\$62.4M

is the average yearly loss due to poor communication at large-scale companies.³

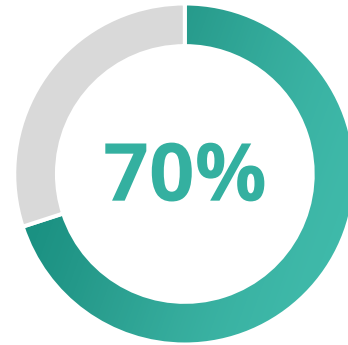
\$420K

is often lost annually at smaller companies.³

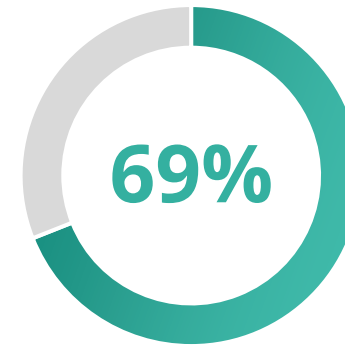
¹ Solomon L. *Harvard Business Review*. October 25, 2017. <https://hbr.org>. Accessed December 12, 2023.

² Schwantes M. *inc.com*. August 10, 2017. <https://www.inc.com>. Accessed December 12, 2023.

³ Buhler P M, et al. *SHRM*. April 11, 2018. <https://www.shrm.org>. Accessed December 12, 2023.



of employees are avoiding difficult conversations at work.¹



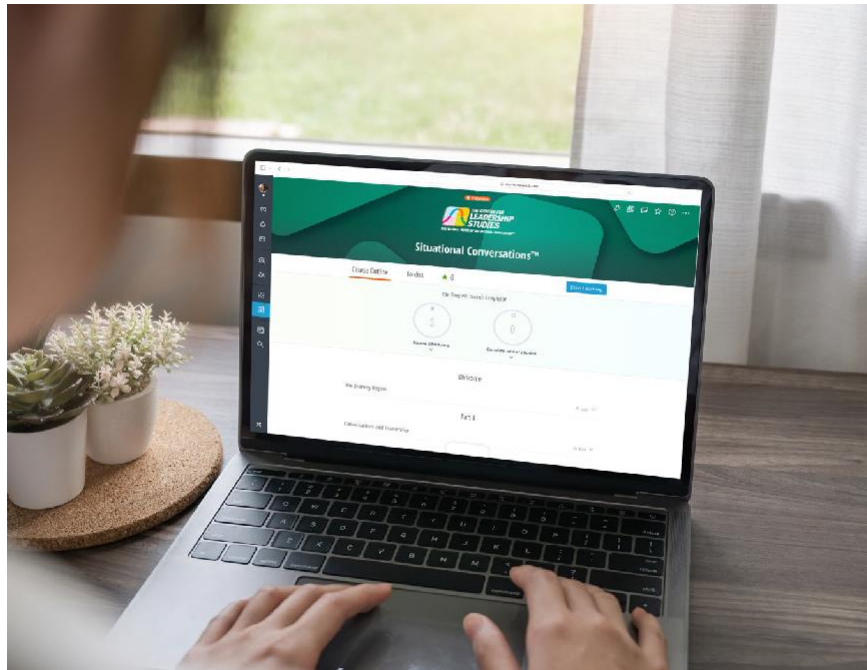
of employees believe they would be happier if they had deeper connections with work colleagues.²

According to research done by the Chartered Management Institute (CMI), **66%** of workers said they were stressed or anxious if they knew a difficult conversation was coming up. And **57%** of respondents said they would do almost anything to avoid a difficult conversation; while **52%** said they would rather put up with a negative situation at work than have to talk about it.³

¹ Solomon L. *Harvard Business Review*. October 25, 2017. <https://hbr.org>. Accessed December 12, 2023.

² Noori R. The state of workplace connection in 2023: How sociable is your team? *Nectar*. 2023. <https://nectarhr.com/blog/workplace-connection-statistics>. Accessed December 12, 2023.

³ The best strategies for difficult workplace conversations. *CMI*. July 17, 2023. <https://www.managers.org.uk/knowledge-and-insights/article/the-best-strategies-for-difficult-workplace-conversations/>. Accessed December 12, 2023.



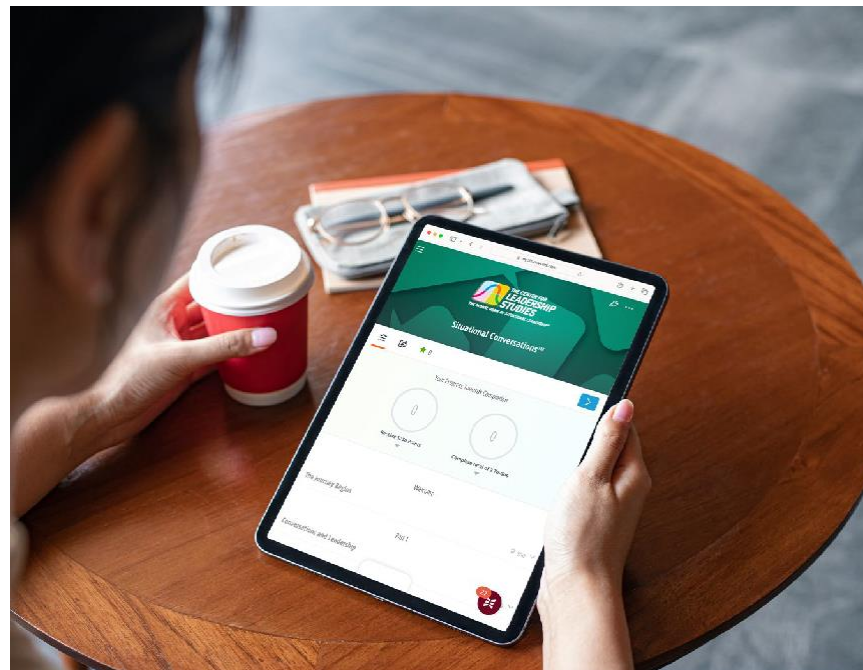
Modern

Learners today work in unprecedentedly diverse teams in a variety of environments and communication channels. As such, they need training that is **clear, relevant, applicable** and **accessible** to them when and how they need it.



Consistent

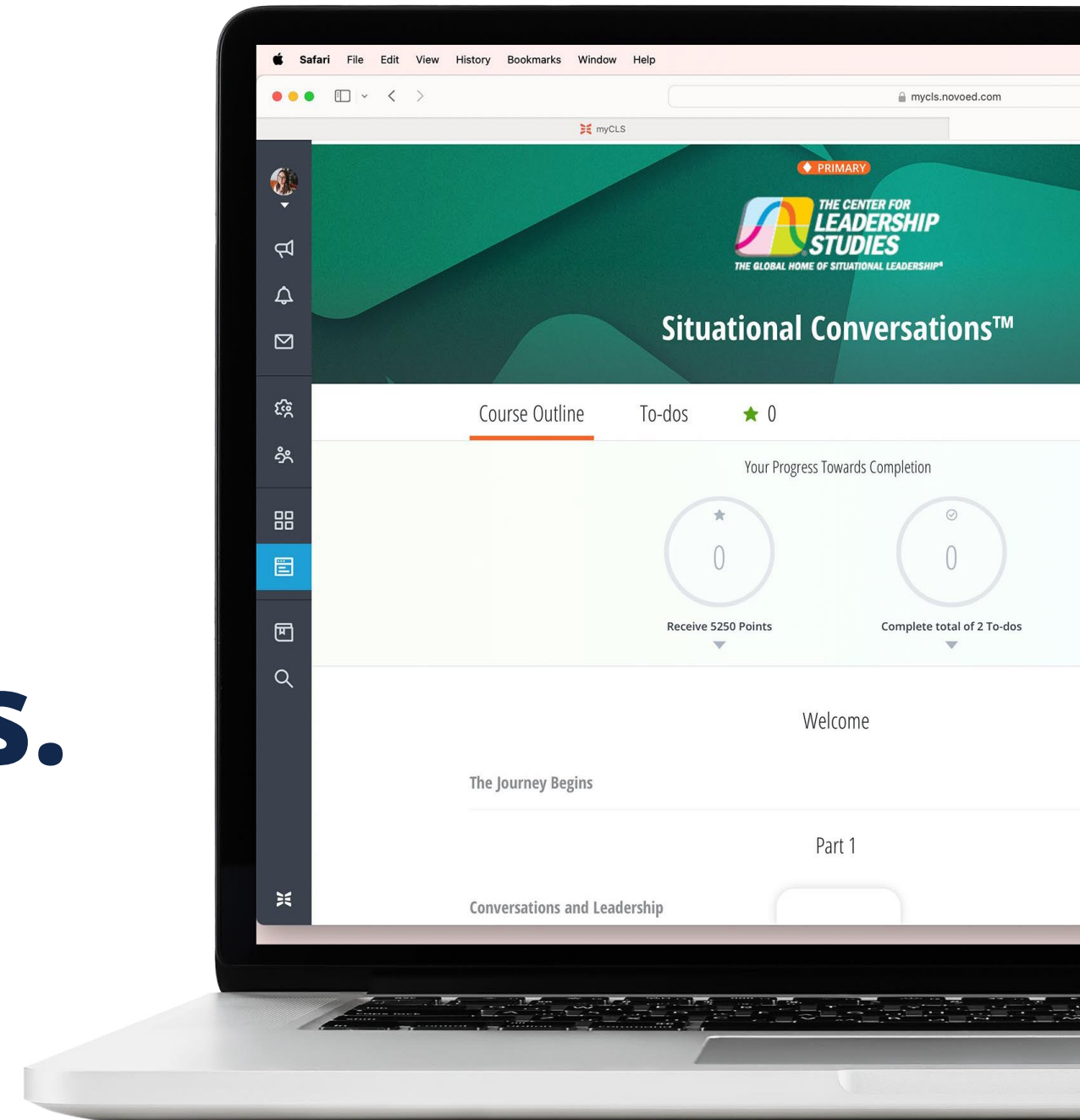
Learning objectives, outcomes, **content and materials are consistent across all modalities**. But while the content remains the same, the learning **experience is optimized to each modality**.



Flexible

Situational Conversations™ provides a **single solution for your hybrid workforce**, helping you **increase the scale and speed** of your leadership training to develop more leaders in less time.

**One Course.
Four Modalities.
Infinite Possibilities.**



Learning Outcomes

Situational Conversations™ teaches leaders to apply the Situational Conversations™ Framework to drive success and engagement through a whole-person approach to leadership.

Drive performance and engagement by leveraging a whole-person approach in performance conversations

Enable greater alignment by engaging in conversations that create same-page status around performance expectations

Nurture relationships by building trust, mutual respect and establishing shared goals around the work

Enhance connection through meaningful conversations that empower team members to perform their best

Improve long-term development through increased retention by making employees feel seen, valued and appreciated

Learning Features

Engaging: Integrates activities with daily work and makes an immediate impact

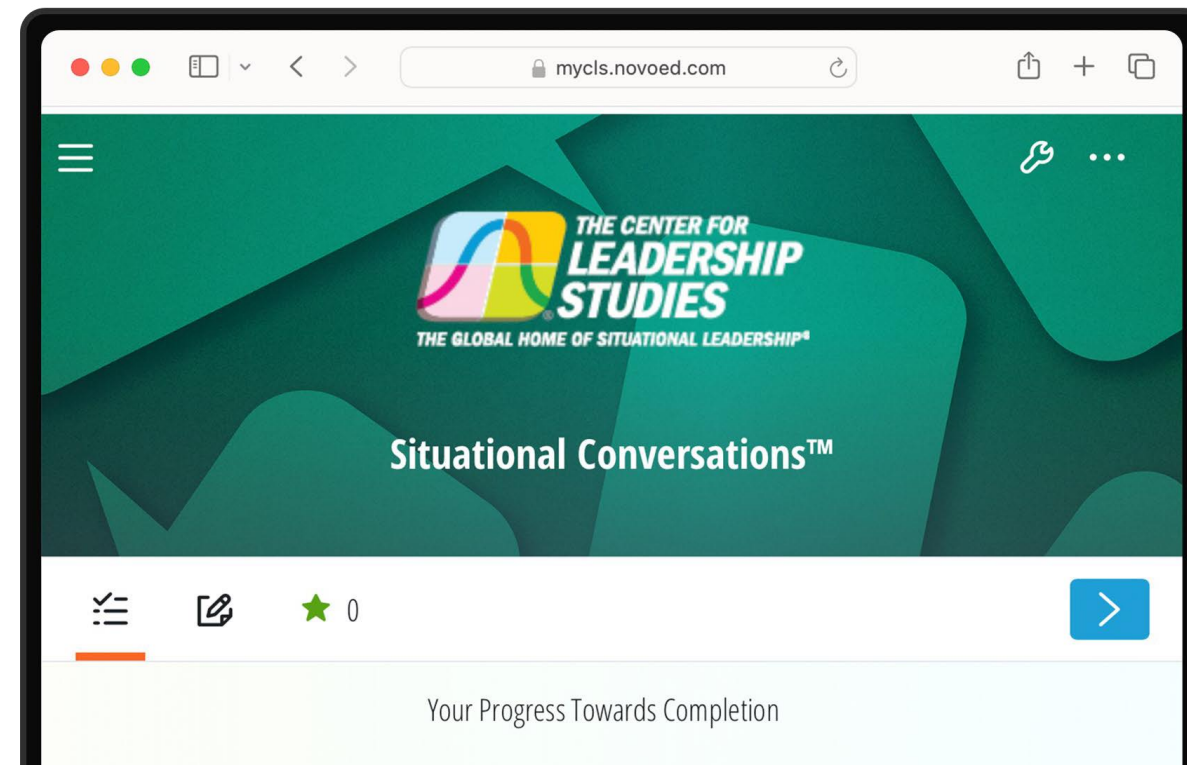
Highly Relevant: Supports retention, reflection, practice, application and feedback

Collaborative Learning: Enables learners to share insights, feedback and encouragement with each other (cohort collaboration)

Facilitator Feedback: Supports learners with expert advice and insights

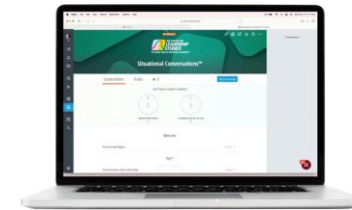
Reinforcement and Practice: Provides tools for application on-the-job

Streamlined Certification Process: Equips trainers to deliver the course across all modalities with one certification process



Learning Formats

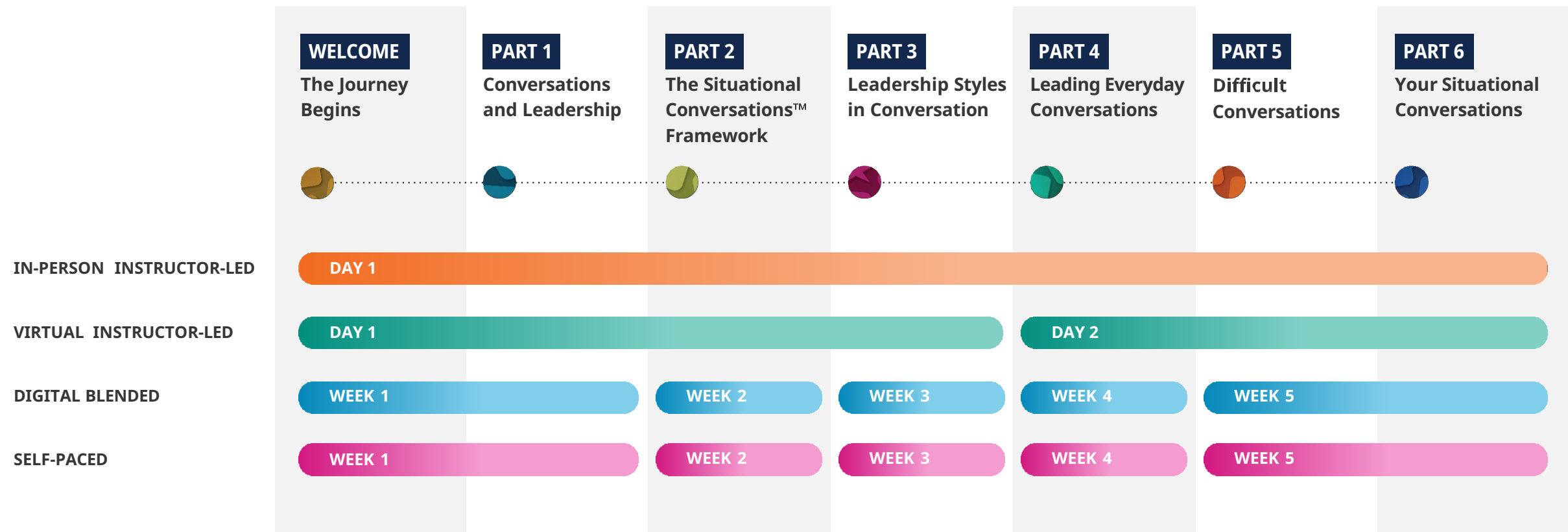
Situational Conversations™ delivers consistent, high-impact learning experiences across multiple modalities to meet the unique needs of your learners.



| | | | | |
|-----------------------|----------------------------------|--|-------------------------------|-------------------------------|
| MODALITY | In-Person Instructor-Led | Virtual Instructor-Led | Digital Blended | Self-Paced |
| DURATION | 1 half day | 1 half day | 3 weeks | 3 weeks |
| SEAT TIME | 4 hours | 4 hours | 4 hours | 4 hours |
| LEARNING STYLE | Synchronous | Synchronous | Polysynchronous | Asynchronous |
| MATERIALS | Participant Workbook and handout | Digital Participant Workbook and digital handout | Digital handouts and job aids | Digital handouts and job aids |

Your Learning Journey

This learning journey enables learners to take their Situational Leadership® skills to the next level through effective performance conversations that foster trust by leveraging a whole-person approach.



Note: The timelines depicted in this graphic reflect the rollout recommendations by CLS.

What People Are Saying

“Personally, the relationship-building segment put the program over the top for me. It’s a serious breakthrough for the way Situational Leadership® practices regard the whole person.”

“The Situational Conversations™ course has directly impacted some challenging conversations I needed to have before attending. This course built my confidence to intervene and provided tools to guide me through the discussions. The parties involved are back to performing and we’re actively working through their areas of conflict.”

“The course has definitely increased my awareness of what could be affecting performance inside and outside of work. I’m able to adjust in the moment when a performance conversation needs to pivot to a personal conversation. My people are responding well to this approach and being more forthcoming with their pain points and successes.”

“I’m having such rich and transparent conversations with my team using the skills I gained in this course. Morale and trust are up, and direct reports are more engaged with each other and their tasks.”

Get Started Today

Public Workshop

Your learners attend any modality of the public workshop.

[Learn More](#)

Private Workshop

Utilize one of our Certified Trainers to facilitate the virtual, digital blended or in-person course across your organization.

[Learn More](#)

Certification

Certify your internal trainer(s) to facilitate *Situational Conversations™* for your learners.

[Learn More](#)

See it for Yourself! Get a sneak peek of
Situational Conversations™
Course Preview

Register Now to Receive Access to the Course Preview!

