



CONVERSATIONAL SuperSkills™



The five core conversational skills
which raise performance and

improve culture.



Scroll or swipe down to begin

**How we talk,
how we listen,
what we say or
don't say, and
how we act
matters.**

**It *really*
matters.**

**It is the quality of our
conversations which
unlocks performance
and improves culture.**

Conversations are one of the critical pillars of business success and life. They are the foundation on which we boost performance, connect with others, engage meaningfully, learn, share ideas, inspire, lead, and ultimately deliver results.

The ability to have effective conversations is perhaps the most important skill in a manager's toolkit. But lots of us just don't feel confident or skilled enough to have effective conversations, 'especially ones that are more challenging.

It sounds simple, but having a meaningful and effective conversation can be a bit of a minefield. Ego, emotions, listening skills, and what we say (or don't say) all play a part in how we're perceived, both at work and at home.

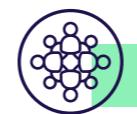
By improving conversational skills managers and leaders can dramatically improve their impact. It strengthens relationships, heightens engagement, boosts team performance, builds a culture rich in feedback and inclusivity, and sparks transformative change.

Our research shows that individuals who master the Five Conversational Superskills™ are consistently seen as more effective as leaders and managers by their colleagues.



The Five Conversational Superskills™ give people the insights, skills and confidence to have the challenging and game-changing conversations that help organisations to thrive.

The impact of *better* conversations



Culture

A thriving culture needs open dialogue, genuine feedback, and leaders who truly listen. Changing habits and culture cannot occur unless we have a way of understanding what's going on in our conversations.



Performance

Improving organisational performance starts with individual conversations. Developing personal conversational skills and awareness drives a culture of effective feedback and holds individuals to account.



Customer Relationships

Skilled conversation provides a profound impact on the quality of relationships with customers. It builds trust and makes customers feel like they are truly valued and understood.



Engagement

Good conversational skills build engagement by fostering a sense of connection, openness, psychological safety and feeling heard.



Inclusivity

Good organisational dialogue creates a space for diverse voices to be heard and respected, fostering significantly higher levels of inclusivity.



Leadership Development

Good conversational skills create strong foundations for any organisational change or leadership development initiative.



Change & Transformation

During change, good conversation skills bridge the gap between uncertainty and clarity, guiding individuals and teams through transformation.



Innovation

Effective conversation skills spark innovation by fostering open exchange of ideas, encouraging diverse perspectives, and building trust to take creative risks.

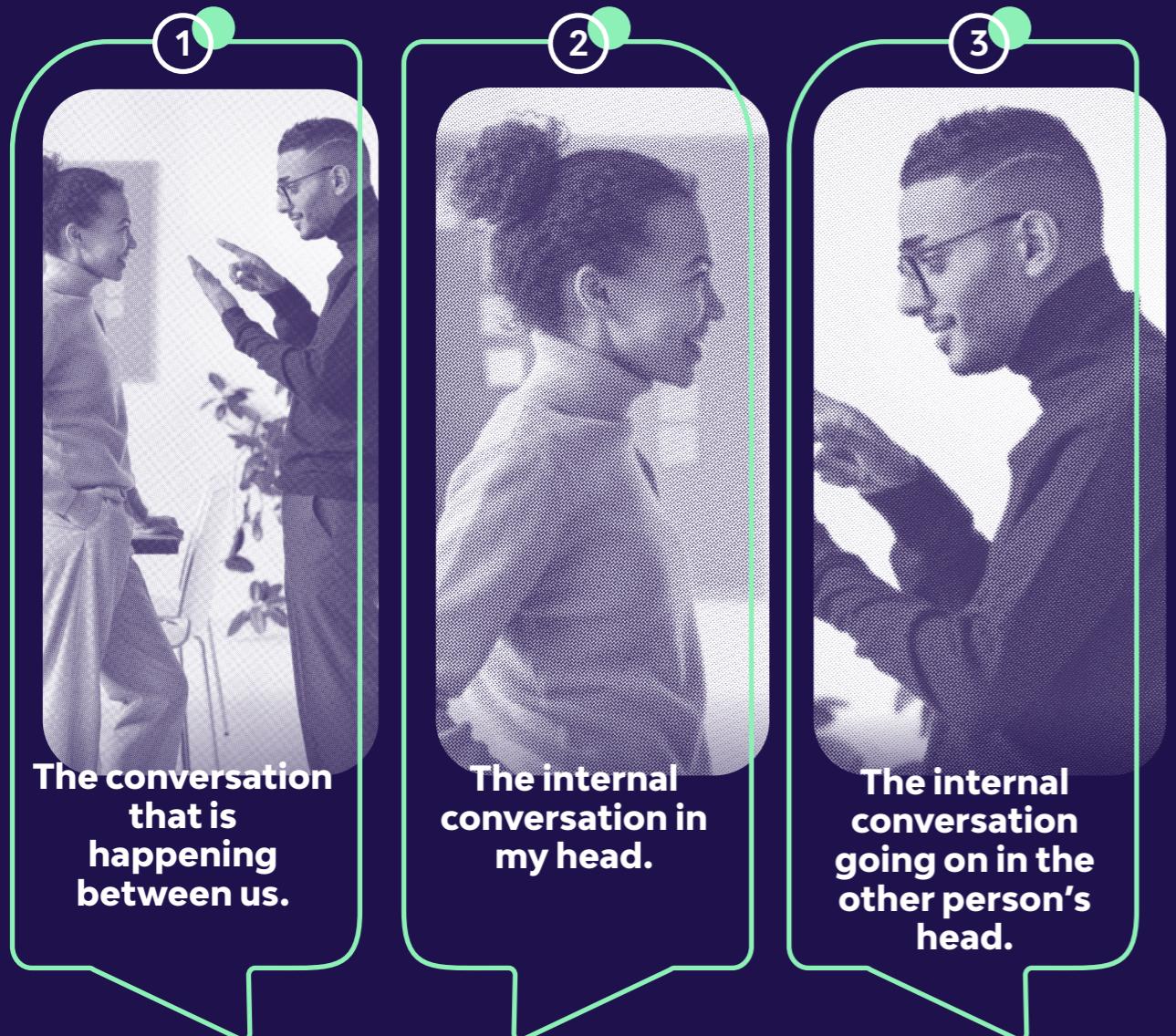


Teams

Teams that thrive are the ones in which team leaders are able to nurture conversations where team members can both speak up and listen up.

Every conversation = 3 conversations

Every conversation between two people comprises of three separate but parallel conversations:



What makes the Conversational Superskills™ masterclass unique is how it helps individuals to both understand and successfully manage the three dynamics at play in every conversation we have.

The Five SuperSkills that underpin every good conversation.

Conversations are based on a distinct set of skills and attitudes and some people are clearly much more effective than others. The good news is that these skills can be learned so an investment in equipping leaders and managers with these core skills will improve the multiple conversations they have every day.

The '5 SuperSkills of Great Conversations', developed in conjunction with the London Business School, are the core skills that underpin all conversations we have, at work and at home. Our development interventions allows participants to explore 'The 5 SuperSkills of Great Conversations™' and results in creating personal actions plans to better lead and engage in effective workplace conversations.

"Changing habits and culture cannot occur unless we have a way of understanding what's going on in our conversations."

The Five Conversational Superskills™



Presence

Maintaining undivided attention, really 'being there'

At work many of us are quite simply too distracted and busy. And that is a bad place from which to start any conversation.

Not being fully present in a conversation has a detrimental impact upon your relationships, the engagement of others around you and your ability to lead. Psychologists call it "Continuous Partial Attention,"

and it's the enemy of any good conversation.

This SuperSkill is all about giving people the real you, not a distracted version. You'll learn how to truly be present in any conversation, connect, and build stronger relationships as a result – even when your inbox is overflowing.



Hyper-awareness

Acute self-awareness of biases, beliefs and emotional triggers

Often the reason conversations don't go the way we want them to is because we lack self-awareness of our own emotional triggers, biases and assumptions and we do not control our emotions during a conversation.

During this SuperSkill we guide participants through two key elements. 1) Understanding the triggers that stop you from hearing feedback, and 2) How to manage your response when you are triggered.



De-Coding

Drawing out what the other person is really saying

We all crave to be truly heard, not just listened to. This SuperSkill unlocks your ability to actively engage and draw out what the other person is really saying to you; getting behind the true meaning of their words, so they feel heard and understood.

We'll explore techniques to uncover unspoken emotions and motivations that lie beneath the surface; Ask insightful questions that prompt deeper reflection and unlock valuable insights; Practice active listening techniques that show genuine interest and build trust.



Voicing

Speaking out with courage and conviction

70% of managers say they have avoided a 'difficult' conversation with a team member, so if you find this hard you are not alone. In fact, it is very human not to want to speak up for the simple reason that it comes with potential risks - and as humans our brains are wired to avoid risks.

Working together we will help you understand your personal psychological triggers that hold you back from having the conversations you need to have along with finding ways to say what needs to be said, expressing your views with courage and conviction.



Flow Control

Managing conversations – the beginning, middle and end

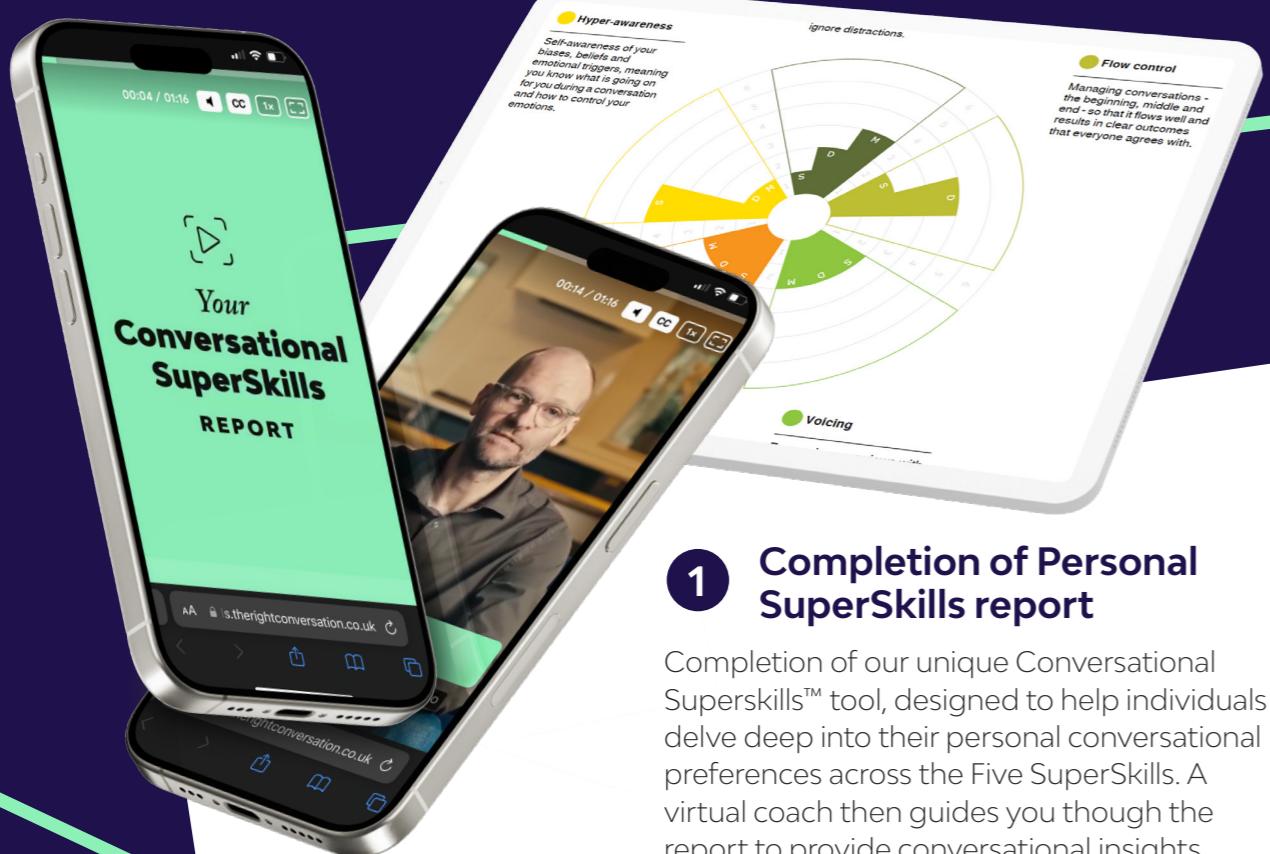
A conversation has a beginning, a middle and an end. During this SuperSkill we will look at how you can effectively manage all three stages, so it flows well and results in clear outcomes that everyone agrees with.

How the Conversational Superskills™ Masterclass is delivered

Our delivery approach is highly insightful and engaging. We implement multi-dimensional learning techniques and work with the best facilitators nationwide.

Each SuperSkills masterclass we develop for our partnering clients are thoughtfully designed to facilitate learning, encourage ownership, and drive meaningful conversational change.

Here is an insight into how we typically deliver a Conversational Superskills™ programme.



1 Completion of Personal SuperSkills report

Completion of our unique Conversational Superskills™ tool, designed to help individuals delve deep into their personal conversational preferences across the Five SuperSkills. A virtual coach then guides you through the report to provide conversational insights.

4 Support and Challenge Group Coaching

To boost the capability and confidence of participants, they bring their insights from the Conversational Apply Challenge to an empowering Support and Challenge group coaching session. Together, we delve into the actions taken, celebrate successes, learn from setbacks, gain fresh perspectives, and forge a path to sustain.



2 The Conversational Superskills™ Masterclass

Experience an interactive, in-person session that brings the Conversational Superskills™ and techniques to light, contextualising them within reality of your world. Transitioning to the masterclass's latter phase, a Conversational Apply Challenge is introduced.



3 Support to Apply

After the masterclass participants dive into the Conversational Apply Challenge. Throughout this period, they receive regular short email support nudges carefully crafted to help them stay focused and on the right track.

Building conversational self-awareness...

How we talk to each other is based on our skills... but also on our natural conversational preferences. So we focus on both in our programmes.

The unique SuperSkills report dives into how you naturally approach conversations against each conversational SuperSkill, revealing your strengths, areas for improvement, and where you can truly shine. The report is integrated into the SuperSkills masterclass or can be completed in isolation.

Once completed, our virtual coach will support you to unlock your report's insights by guiding you through each page along with questions which spark self-reflection.



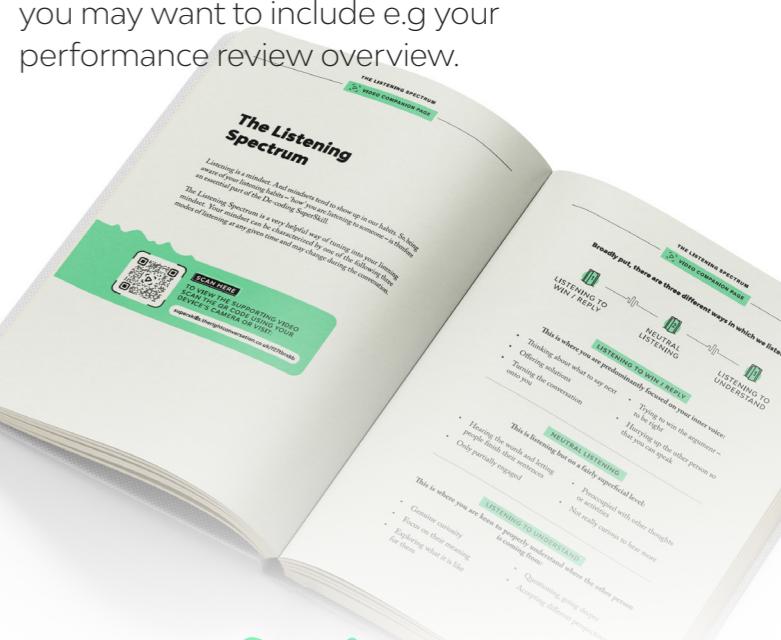
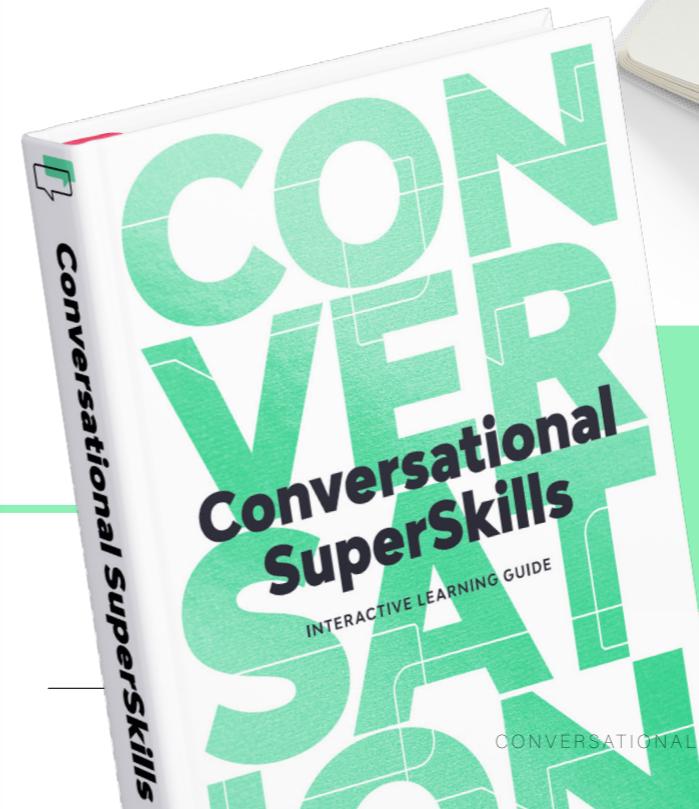
Taking the SuperSkills deeper into your organisations

The Interactive Learning Guide

Our interactive learning guide has been designed against each of the Conversational SuperSkills™ and has been especially designed to support organisations to cascade the SuperSkills beyond leadership and management populations.

Distilled from over 25 years of research, this high-quality resource equips you with the tools and techniques to truly connect through good conversations. Inside, you'll find:

- Interactive exercises to reflect on your own experiences and conversational style.
- Engaging videos packed with



practical tips and techniques.

- Actionable strategies which will help you perfect the way you engage in conversations.
- Conversational starters and prompts designed to help colleagues to plan having particular focussed conversations.

The product can be branded for you and can incorporate content you may want to include e.g your performance review overview.

What our participants say

The 'SuperSkills' session was the best and most valuable course I have attended.

ALEX HAYMAN, DIRECTOR LEGAL SERVICES AT WHICH?



The best session I have attended in all my years at the Bank

EXECUTIVE DIRECTOR,
BANK OF ENGLAND

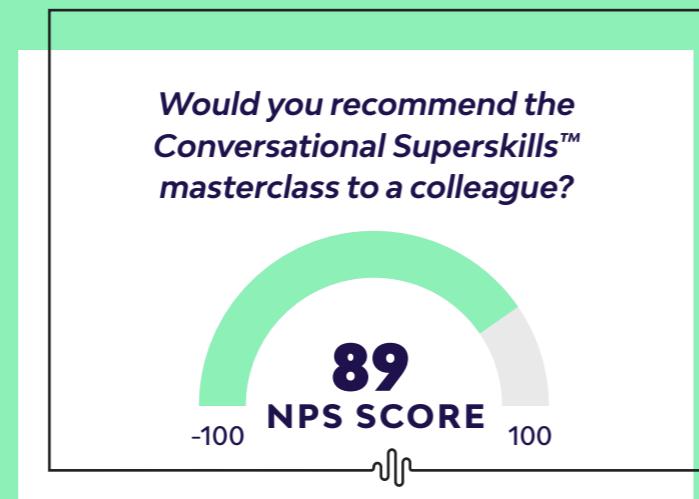


A fantastic session that has really got our managers thinking about how they talk to colleagues

BEN MOSELY, PREVIOUSLY HEAD OF L&D, BRITISH AIRWAYS

A brilliant session that has got everyone buzzing

DAME SHARON WHITE



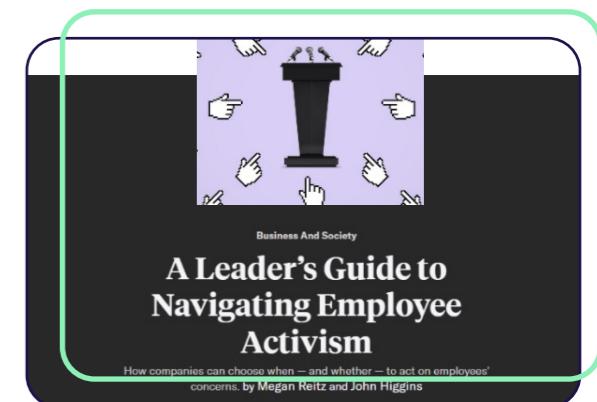
Our research and insights *published in Harvard business review*



Harvard
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Review

To read our latest article in HBR on navigating employee activism click the button below or go to:

<https://hbr.org/2024/02/a-leaders-guide-to-navigating-employee-activism>



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<https://hbr.org/2017/03/the-problem-with-saying-my-door-is-always-open>



Key takeaways

Working to strengthen conversational skills will help drive better business outcomes and will equip your leaders and managers to be more successful, particularly in today's new hybrid work environment.

- 1 Changing habits and culture cannot occur unless we have a way of understanding what's going on in our conversations.
- 2 The best leaders and managers are the ones who are able to connect with their colleagues through good conversations.
- 3 How a leader or manager talks, how they listen and what they say or don't say creates subcultures around them which hugely influence their colleagues' desires to stay and be happy and do
- 4 Good conversational skills creates strong foundations for any organisational change or leadership development initiative.
- 5 Managers who cultivate the five Conversational Superskills™ are consistently rated as more effective by their colleagues.

WE ARE ON A MISSION TO IMPROVE THE QUALITY OF CONVERSATIONS FOR THE BETTER AND FOR GOOD ...

We do one thing and one thing only. We are dedicated to improving the quality of conversations between people in professional settings. Better conversations lead to more authentic, meaningful interactions, which in turn facilitate personal growth, higher levels of performance and overall well-being.

Want to know more?

Visit: www.therightconversation.co.uk
Email: Anthony@therightconversation.co.uk
Whatsapp: (+44) 07974 193224



ANTHONY WALKER

**The
Right
Conversation**