

# CONNECT

The Neuroscience of  
Quality Conversations®



## Increase the Quality of Performance Conversations So Everyone Can Learn, Grow, and Achieve Faster

**CONNECT** features a suite of brain-based tools built upon 20 years of research in human performance and workplace interaction. This scalable solution enables managers to increase the effectiveness of their performance conversations by developing these habits:

### BUILD PARTNERSHIP

with the SCARF® Model

### ACTIVATE INSIGHT

with the TAPS Model®

### FOCUS ON LEARNING

by priming for growth mindset

### Our Intent Rarely Matches Our Impact

Less than 1% of managers possess both goal-focused and people-focused skills.\* This is partly because most workplace training focuses on technical development over “softer” communication skills. But it’s also due to competing networks in the brain fighting to set goals and maintain social skills. The result of this dilemma is that few workplace conversations turn out as intended.

### The Benefits of a Quality Conversation

Having better quality conversations has a significant impact on an organization.



#### Employees:

- Solve problems faster
- Are more engaged
- Perform better
- Grow faster

### A Brain-Based Approach

The brain-based strategies used to hold quality conversations involve tuning into the social drivers of human behavior, evoking a mindset of growth, and promoting solution seeking through insight. The types of conversation we employ these strategies in include:



Everyday  
Performance  
Conversations



Project-Based  
Performance  
Conversations



Annual  
Performance  
Conversations



Longer-Term  
Career  
Conversations



**NeuroLeadership**  
INSTITUTE

\*Management Research Group, January 2012

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## Solution Overview



**Research Summaries**  
for a deeper dive into  
the brain science



**Practice Tools**  
to support habit formation  
through practice



**Conversation Guides**  
for guided application to  
real workplace scenarios



**Activities**  
for long-term sustainment  
and learning

### Distributed Learning Solution (DLS):

Bite-sized video content  
delivered across four  
weeks to thousands of  
managers at a time

### High Impact Virtual Experience (HIVE):

Three 90-minute sessions using  
NLI's HIVE (High Impact Virtual  
Experience) methodology,  
impacting hundreds to  
thousands of participants

### In-Person Workshop:

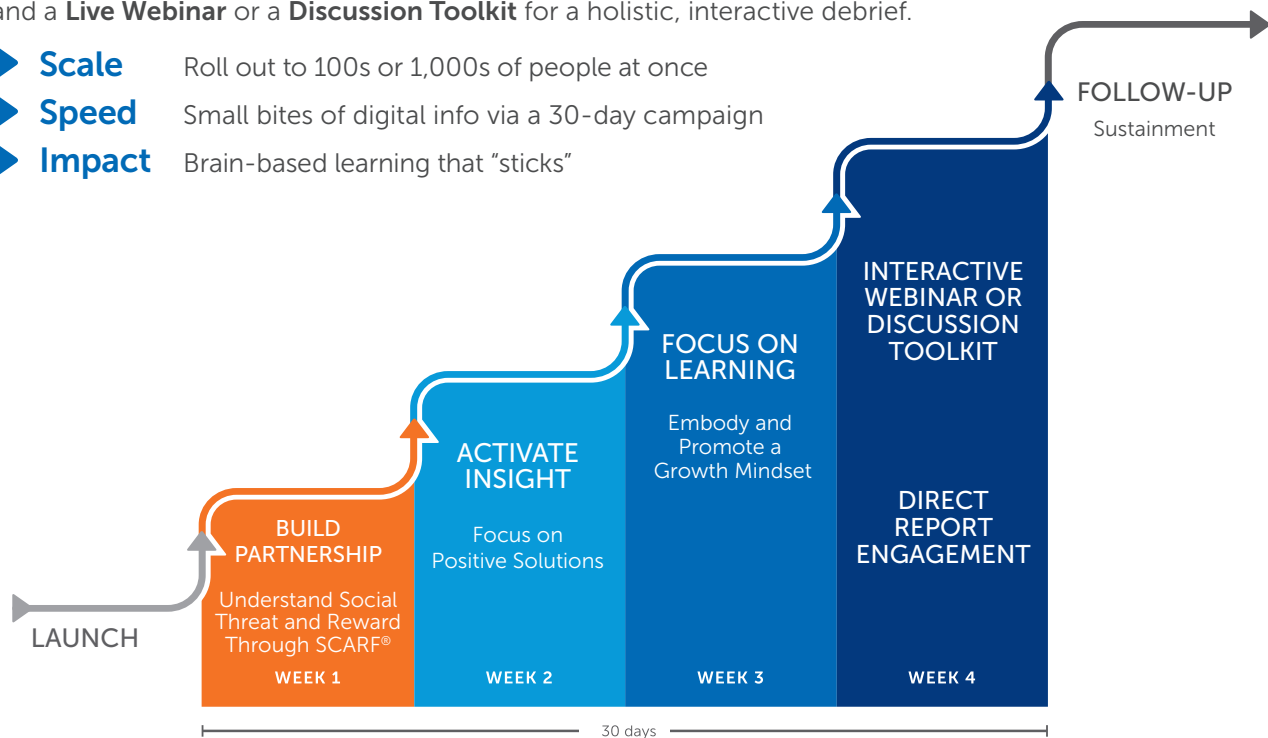
Expert-led, generative learning  
experiences, offered as a full-day  
session with tailoring options to  
fit your organization's needs

## 30 Days to Integrate

The **CONNECT** Distributed Learning Solution seamlessly integrates into your organization and turns these essential skills into sustainable habits.

Get **5-Minute Research Videos** for an overview of the core content and a **Live Webinar** or a **Discussion Toolkit** for a holistic, interactive debrief.

- ▶ **Scale** Roll out to 100s or 1,000s of people at once
- ▶ **Speed** Small bites of digital info via a 30-day campaign
- ▶ **Impact** Brain-based learning that "sticks"



## For more information



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