

BETTER CONVERSATIONS EVERY DAY PROGRAM (BCE)

CONVERSATIONS ARE THE FOUNDATION.

It all starts with the daily conversations you and your people hold with one another.

The true picture of an organization's culture shows through its the conversations. Organizational culture is created and fortified through people's conversations – in the everyday interactions within teams and between employees and customers. Improving the quality of the conversations in your organization can shift the culture, accelerate positive business outcomes, and increase profitability. Poor-quality conversations foil the best strategies, frustrate and demotivate high-performing talent, and impede organizational success.

Our **Better Conversations Every Day (BCE)** program focuses on creating awareness and understanding of the core conversation skills that lead to not only becoming a better listener and more effective communicator, but also laying a strong foundation for addressing any organizational change or leadership development initiative. These skills are especially critical for success within a new hybrid workforce. BCE applies a simple and practical approach to teaching this set of complex skills. By focusing on 4 core behaviors, applied to real workplace challenges, you can build the **trust**, **psychological safety**, **inclusion**, **resilience**, **engagement**, **agility**, and **emotional intelligence** needed to thrive in today's – and tomorrow's – work environment.

BCE at a Glance



Leader Level: Employees at all organization levels.



Program Fee: \$1,350/Person



Length: 2.5 Days (1-hour Kick Off & Two 4-hour Days)



Instructor/Participant Ratio: 1:4



Delivery Format: Live Online



Upcoming Dates: BCE is offered [multiple times throughout the year](#) at Eckerd College.



"Organizations that build coaching cultures are those that invest in their people first and will exceed their competition. Big supporter of [the] Better Conversations Every Day program!"

-Kerri Kellan, Sr. Director of Talent Development, Southern New Hampshire University

What You'll Learn

✔ Participants will learn the four core behaviors to Better Conversations Every Day:

1. Listen to Understand
2. Ask Powerful Questions
3. Challenge and Support
4. Establish Next Steps and Accountability

✔ As a result of learning these behaviors, participants will learn how to:

- Effectively lead in a virtual environment;
- Act with greater agility and resilience and address issues with openness and respect;
- Transform performance management with every day conversations that matter; and
- Breakdown silos and communication barriers.

4 CORE BEHAVIORS FOR BETTER CONVERSATIONS



LISTEN to understand.



ASK powerful questions.



CHALLENGE and **SUPPORT**.



ESTABLISH next steps & accountability.

Truly **listening to understand** is critical to building the trust necessary for hybrid teams. Our Better Conversations Every Day (BCE) suite of solutions equip your team with a powerful approach to listening that involves paying full attention, avoiding premature judgement, and reflecting empathy – as well as clarifying, summarizing, and sharing.

Powerful conversations begin with powerful questions, and BCE teaches you how to enhance the quality and effectiveness of just that. Powerful questions not only make people feel seen and valued, but also help stress-test ideas— leading to more robust solutions.

When we **challenge and support others**, we help them see outside the limits of their current thinking to discover new possibilities. The key is challenging current constraints while giving people the feedback and support they need as they adjust to a new way of working.

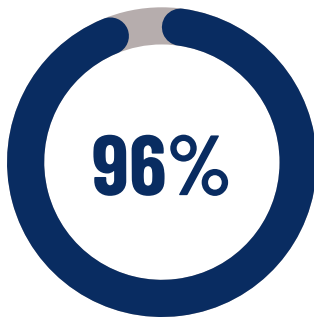
The Better Conversations Every Day suite strengthens your culture and improves outcomes by **moving people to action and accountability**. This happens through collaboration to define specific goals and focus on the most important leverage points.

Challenges Addressed

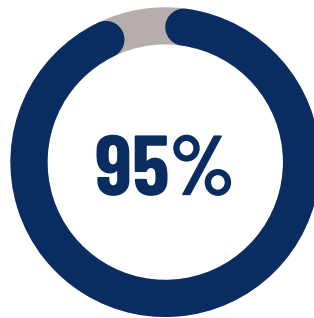
The skills taught in BCE enable leaders to meet a variety of challenges, inside and outside the workplace, including:

- ✓ Leading and sustaining culture change;
- ✓ Confidently managing high-stakes negotiations;
- ✓ Establishing or improving relationships;
- ✓ Embracing differences;
- ✓ Developing and retaining talent to support the future needs of the organization; and
- ✓ Bolstering resilience and reducing burnout.

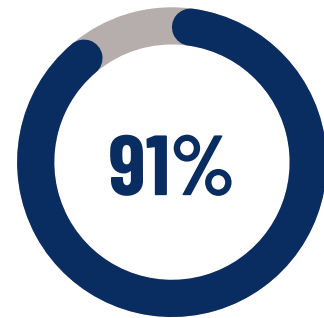
What Participants Say About the BCE Program



found the course
easy to access and
navigate



were highly satisfied
with the course



were able to make
meaningful connections



How to get in touch

Leaders need support to succeed. We're here to provide it. Email us at ldi@eckerd.edu or visit leadership.eckerd.edu to inquire more.



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