

# In-The-Moment Conversations™

## The Missing Conversations Needed Before It's Too Late

This book is for Scale Ups facing the complexity of growth. Transform friction, confusion and underperformance before it's too late; that is, before the stakes are high, disengagement rises, and performance slacks off.

- Discover how to raise the quality of conversations to accelerate thru conflict
- Learn the Four STEP In-The-Moment Conversations™ method
- Put into practice the Eight Accelerator Questions Guide



*“Only three things happen naturally in organizations:  
friction, confusion and underperformance;  
everything else requires leadership.”  
~ Peter Drucker*

Friction is natural and necessary for growth, but what does it take to transform friction that shows up as either false harmony or destructive conflict into productive conflict? In this course you will learn how dynamic friction begins with In-The-Moment Conversations™ to head off destructive conflict.

Leaders whose temperament is to avoid conflict need a psychologically safe environment to speak up, be vulnerable, and stay focused on the higher purpose of the organization. Leaders whose temperament is to seek conflict are trained to listen with empathy, make it safe to be vulnerable, and learn from mistakes.

# Mindful Leadership at Every Level

A Virtual Training Course to Accelerate the Momentum of Business Growth

## What does this program do?

This program helps individuals to become more aware of what they value and what drains them during conflict. This awareness leads to better outcomes and taps into the skills and opinions of all team members. Your team will learn how to *Accelerate Thru Conflict–The Missing Conversations... Before It's Too Late*. Practice the missing conversations needed before the stakes are high, performance is low, and your scale up momentum slows down.

*“Practice In-The-Moment™ Conversations for productive conflict resolution before they become crucial conversations with disengaged employees and underperforming teams.” ~ Mike Ellis, V.P. of Regional Managers, HKP*

## This program includes:

- Over 2 hours of video on a Virtual Training Platform
- Productive Conflict Profile for each participant
- Team View reports and one-on-one Comparison Reports
- Participant handouts, take-away cards, and group activities
- Facilitation guides and certification for your small group leaders
- Online progress reports and reminder notifications
- Course Workbook for in-depth group discussion



## In-The-Moment Conversations™ Chapter Outline:

Chapter One: Lifting the Quality of Conversations  
Chapter Two: Create a Positive Climate of Engagement  
Chapter Three: The Growth Paradox  
Chapter Four: Leadership Impacts Performance  
Chapter Five: Embrace Productive Conflict  
Chapter Six: Automatic Thoughts and Destructive Responses

Chapter Seven: Frazzled? Choose Productive Conflict  
Chapter Eight: Regain Focus  
Chapter Nine: Craft a Shared Vision  
Chapter Ten: Build Organizational Alignment  
Chapter Eleven: Champion Execution Habits  
Chapter Twelve: Embracing a Growth Mindset