

Conversational Capacity®

Remaining Candid and Curious under Pressure

Even with the most dedicated public servants around the table, if minor differences in opinion derail discussions, you're not tapping into their best ideas.

When a challenging topic or conflict arises, natural defenses kick in, making open and honest dialogue difficult. People might withhold their perspectives out of fear of reprimand or retribution, or they become defensive and argumentative. Without the skills to navigate these moments, collaboration, trust, and problem-solving suffer, impacting your team's ability to deliver for colleagues and the community.

Building conversational capacity ensures that teams can engage in open, balanced, nondefensive dialogue, keeping discussions in the sweet spot where learning, collaboration, and innovation thrive. Government teams must be able to address their most difficult, complex, and divisive issues in productive and effective ways to meet the needs of the public.

Conversational Capacity® equips individuals, leaders, and teams with the tools to engage in constructive, learning-focused dialogue, even in high-pressure situations. Whether navigating policy decisions, managing conflicting priorities, or addressing community challenges, this training helps your team work through tough topics, make informed decisions, and deliver the best outcomes for those they serve.

Outcomes



Enhance Collaboration and Decision-Making



Boost Efficiency and Problem-Solving



Drive Innovation and Continuous Improvement



Build Trust through Self-Awareness



Learning Objectives

- Foster constructive dialogue and open feedback
- Build awareness of team dynamics
- Encourage diverse perspectives in problem-solving
- Identify and manage conflict triggers
- Communicate with clarity and confidence

Conversational Capacity®



The sweet spot in any meeting or conversation is where candor and curiosity are in balance.

The program equips public sector leaders and teams with four skills to keep conversations open, balanced, and productive. Participants learn practical strategies for maintaining a learning-focused mindset and overcoming obstacles to productive dialogue.

Offered in multiple modalities, the course delivers key content efficiently and comprehensively. Participants will also have access to on-the-job resources, including videos, games, worksheets, and tools they can use in real time during critical conversations.

After completing the course or workshop, participants will have the skills to stay in the conversational sweet spot, fostering collaboration, creative problem-solving, and trust while avoiding missteps under pressure.

Flexible Options to Meet Your Needs

In Person

In-depth Learning • Application • Practice • Action Planning

Instructor-Led Training:
1-day session

Virtual

In-depth Learning • Application • Action Planning

Virtual Instructor-Led Training:
Three 2-hour sessions

Collaborative Online: 5-week online course with self-paced coursework and activities and weekly 1-hour live virtual instructor-led sessions

Online

Awareness • Application • Performance Support

Overview: 35-minute online self-paced overview (with optional reflect and share)

Digital Assets: Micro-activities on various topics/skills that learners can use during moments of need (videos, activities, tools)

Who Should Attend?

- Public sector employees at all levels who want to improve communication, influence, and collaboration within and across departments

Participants Will Learn

- The mindset and skillset of Conversational Capacity
- How to recognize the natural tendencies to either minimize or win
- The four skills for balancing candor and curiosity

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