



# Making Conversations Work

September 21 – 24, 2008

Babson Center for Executive Education, Wellesley MA

## Focus of This Program

The work of the leader, colleague, coach, and consultant is accomplished in conversation. This program will enhance your skill in making conversations work in challenging situations. It combines a strong conceptual framework with experiential learning, skill practice, and application to a situation of your choosing.

By the end of the program you will have developed new skills that will enable you to better understand the perspectives and views of others. You will also be able to share your views more effectively. You will have learned the key concepts that underpin this approach and have had an opportunity to practice them.

## Who Should Attend

This program is for those whose professional effectiveness requires working with people who may have different views, interests, or concerns.

## What You Will Do

You will learn a set of key concepts and skills for productive conversations and apply them to a variety of case situations. For most of the three days you will be in a small group (no more than nine participants) with a senior faculty member. Each participant will bring a brief dialogue case that describes a challenging conversation they have had. You will apply the concepts to each of these cases and practice how to use them in that situation. You will role play how to do it, sometimes with video feedback. You will identify particular skills that are most useful for you and plan how you will continue to develop them after the program.

## What You Will Gain

- A conceptual framework for designing effective conversations
- Insights into what is going on in a particular situation you find challenging
- Knowledge of what to do and how to do it to make conversations more effective
- Increased ability to help others

## Origin of the Program

This program is based on two decades of research and practice by Action Design partners in collaboration with senior leaders in the field including Chris Argyris, Donald Schön, and David Kantor. Variations on the basic approach have been offered as public workshops, inside leading companies, and as a key component of University-based Executive Education programs. For further information please visit our web site at [www.actiondesign.com](http://www.actiondesign.com).

## Workshop Schedule

### Sunday

5:00–7:00pm

Registration

6:00pm

Dinner (for those staying at the Conference Center)

7:00–9:00pm

Welcome and Opening Activity

### Monday

8:30am–12:00pm

Introduction to Key Concepts

12:00pm

Lunch

1:00–5:00pm

Case Discussions and Skill practice

5:30–7:00pm

Reception

### Tuesday

8:30am–5:00pm

Case Discussions and Skill Practice

### Wednesday

8:30am–12:30pm

Case Discussions and Skill Practice

12:30pm

Lunch and Departure

## Registration Information

Tuition is \$2,950 (\$1,950 for Non-profits) and includes lunches, breaks, and materials. Accommodations (including breakfast and dinner) at the Babson Center for Executive Education are \$753 for the three days. Register online at [www.actiondesign.com](http://www.actiondesign.com), email us at [info@actiondesign.com](mailto:info@actiondesign.com), or call us at 617 499 0007 (fax 617 965 7863).