

# PREVIEW GUIDE



## The Power of Future Conversation

### Table of Contents

Sample Pages from Leader's Guide and Worksheets.....	pgs. 2-7
Program Information and Pricing.....	pg. 8



## SUGGESTED TRAINING DESIGNS

These training designs, when used with the CRM video **The Power of Future Conversation**, are aimed at individuals who want to improve their communication skills in order to make positive changes in the workplace and in all aspects of their lives. There are three training designs in this guide, two for instructor-led workshops and one for a self-study course.

The first training design is a comprehensive seminar that is appropriate for team leaders, supervisors, and managers. The second training design is shorter and can be used to teach the basics of future conversation skills to employees at all levels. Either training design can be used with large or small groups. Individuals can complete the self-study course at home or at work. Choose one that best matches your needs, or create your own training sessions by mixing and matching exercises.

Also included are pre- and post-tests that are designed to extend the learning beyond the seminar. The pre-test introduces participants to the concepts that will be taught and should be taken a week or two before the seminar. Participants will discuss the results of these pre-tests in the workshop. The post-test should be taken a week to a month afterward in order to reinforce concepts and allow participants to evaluate their progress.



## OBJECTIVES

After seeing the video **The Power of Future Conversation** and completing the exercises in the training sessions, participants will:

- Understand the importance of conversation at work and in their daily lives.
- Learn how to make distinctions between different kinds of conversations.
- Be aware of the speech acts that take place in the past, present and future.
- Be able to shift conversations out of the past and into the realms of the future and present.
- Know how to avoid the unspoken conversations that prevent positive change.
- Learn how to listen effectively and affirmatively.
- Be able to consciously use conversation as a tool to create breakthroughs in their lives and workplace.



## TRAINING DESIGN 1





3 hours 22 minutes

- 1 Introduce yourself and the workshop. Ask participants what they do for their jobs and write their answers on the flip chart. Keep probing until you get a fair number of responses that have to do with communicating, e.g., giving directions, explaining things, leading meetings, writing memos, providing feedback, etc.

Ask participants how much of their job has to do with conversation, whether it's spoken or written. Have a general discussion about how improving conversation skills might help them to become better leaders. (10 minutes)

(Materials needed: flip chart, marking pens, blank paper, video of **The Power of Future Conversation**, photocopies of Worksheets A - E)

- 2  Show the CRM video, **The Power of Future Conversation**. (20 minutes)
- 3 Have participants discuss the conversations they listened to for their Pre-Test. What was each conversation supposed to accomplish? What were the results? What were the percentages of past, present, and future statements? Was there any way the conversation could have been changed to get better results? ( If you have a large group, ask four or five people to talk in detail about the conversations they heard. ) (15 minutes)
- 4 Ask the group to name the different speech acts in the past, present, and future realms. Write them on the flip chart. Ask for examples of each type of speech act and write some of them down. Use the examples to show how past speech acts are usually a combination of fact and opinion, present speech acts require some kind of action, and future speech acts can be unrelated to any immediate facts or actions. (15 minutes)
- 5  Have the group complete **Worksheet A**. Discuss the results. (10 minutes)
- 6 Have 3 people play the roles in **Role-Play Exercise 1**. Have the rest of the group use **Worksheet B** to mark down whether the statements they're hearing are in the past, present, or future. Afterwards, have them calculate the percentage of speech acts for each realm. (If you prefer, the group can also listen to the conversation first, then complete **Worksheet B** while they read through the conversation again.)

**ROLE-PLAY EXERCISE 1:****THE BUDGET MEETING**

The setting is a small, non-profit organization. Sally is the group coordinator.

**SALLY:** The fund-raiser banquet was so successful this year that we have a \$15,000 surplus! We finally have money to put into something new instead of just the basic necessities.

**ALAN:** That's fantastic. Where do we begin? A new copy machine? Some decent office furniture? This place is such a dump. Nobody who comes here can take us seriously.

**RACHEL:** Anyone who's familiar with what we're doing would take us seriously. How about expanding the newsletter we started last year? Get the word out to people.

**ALAN:** We stopped the newsletter for a good reason. It was expensive to produce and we never got any responses from it. It would be more effective to hire a good publicist. That's the way it's done these days.

**SALLY:** I was thinking that maybe we could put the money towards a new program that could expand some of the work we're doing now. Something that could immediately benefit a lot of people. We've talked about adding tutoring to our after-school program.

**RACHEL:** Yeah, but nothing came of it. We'd have to add space, buy more computers. That \$15,000 would be eaten up before one child received one lesson.

**SALLY:** Well, I suppose we could try to raise more money first. The people who came to the fund-raiser were enthusiastic and might be willing to help some more.

**ALAN:** But they want to see their money put to use. If we just let it sit in the bank, they won't feel like they've accomplished anything. Let's show them there have been positive changes made. We'll paint the place in cheery colors, buy some new equipment and give a tour.

**RACHEL:** It's true. After the Coldwater Foundation moved to a nicer building, donors took them more seriously. Contributions doubled.

**Role-Play Exercise 1** (continued)

SALLY: I know we've got to keep raising funds, but when are we going to ever use what we make? We've had the same programs in place for the last five years. They're successful now, but isn't it time to move ahead?

RACHEL: The only way we can make significant changes is by raising more money. Until we've got enough, anything we do is just going to be a drop in the bucket.

SALLY: If this is how everyone had felt when we first started, we wouldn't be this far now. We've always worked well under pressure.

ALAN: Yes, but our budget's bigger now. A lot of people depend on us. We've got more to lose. If we can't compete with other non-profits, we can't help anybody.



**WORKSHEET B:**

As you listen to (or read) the conversation in **Role-Play Exercise 1**, check the appropriate circle to indicate whether a statement comes from the past, present or future.

<p><b>PAST</b> Assessments Opinions Interpretations Comparisons Analyses</p>	<p><b>PRESENT</b> Requests Promises</p>	<p><b>FUTURE</b> Declarations</p>
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What percentage of the conversation takes place:

In the past? \_\_\_\_\_%

In the present? \_\_\_\_\_%

In the future? \_\_\_\_\_%

( To find the percentage, divide the number of checks in each circle by the total number of checks in all three circles.)

## Materials Included With *The Power of Future Conversation*

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The workshop designed to accompany the video-based program is a flexible, yet comprehensive half-day training design. The workshop kit includes all the materials you'll need to run the program:

- ◆ The **DVD** of *The Power of Future Conversation* provides the theory and examples to illustrate the workshop topics. This film is based on the work of author and consultant Kim Krisco and his book, "Leadership and the Art of Conversation." Leaders who are aware of the power of conversation use it as a precious asset, managing it to achieve unforeseen innovations and improvements. The DVD is closed-captioned.
- ◆ The **Leader's Guide** provides step-by-step instructions for introducing activities, leading discussions, and making transitions between the video, group discussions, and exercises. Three complete training designs are included, and offer options to help you shorten or lengthen your workshop with additional activities and discussions, as desired.

*Note: The Power of Future Conversation is available in a generic Business or a Government version.*

## Program Information and Pricing

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Purchase Price: \$695.00

Rental Price: \$275.00

Preview Price: Free

Running Time: 18 minutes

Materials included with purchase: DVD and Leader's Guide.

## Quantity Pricing Discounts

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### ***The Power of Future Conversation* Program**

1-2 copies	\$695.00 each
3-14 copies	10% off
15-25 copies	15% off
26-50 copies	20% off

Industry discounts may apply: call your Sales Consultant for more information.

(contents, pricing & discounts subject to change without notice)