



Fresh dialogues, **Straight Talking**

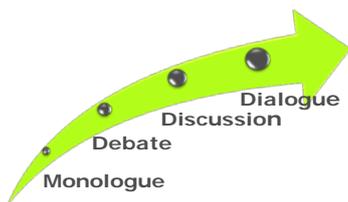
## Straight Talking

### Create change through conversations

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**Straight Talking** is about turning conversations into true dialogue – and we can help.



**Straight Talking** makes change happen one dialogue at a time. It changes the way we feel, and advances engagement



### Make change happen with great dialogue

**Straight Talking** is about dialogue. It allows people to take a good look at their beliefs and their mindset. Research shows managers spend much of their time conversing. This creates opportunities to talk to people about change – and the benefits change can bring.

Just chatting is not **Straight Talking**, however. Teams can also get stuck in patterns and rituals, saying the same old things over and over again. The result is little listening and much telling. You might hear someone say:

*“When you challenge a decision, or raise an issue, you're often considered a trouble-maker, rather than being valued for your insights. So people prefer to keep their heads down and get on with it – even though it is not always the right thing to do. Then they will try and fix things further down the line. You get little thanks for sticking your neck out about something you're concerned about.”*

The impact of this is, as Maya Angelou, the novelist and US civil rights activist, famously said:

*“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”*

**Straight Talking** is about turning conversations into true dialogue – and we can help. Dialogue helps people advance and organisations move forward. MWR Consulting can make this good dialogue 'happen'. We can also help leverage the skills of leaders at all levels of the organisation to help bring change about.

Managers often underestimate their importance in supporting such change.

#### the benefits managers can bring

- they can help people to feel part of the change
- using the **Straight Talking** toolkit, they can gain the skills and knowledge to initiate – and conduct – the different kinds of 'change' conversations necessary
- using **Straight Talking**, a proven approach, they can greatly improve their staff's performance.

#### the Straight Talking results you can expect

**Straight Talking** will help create the right environment for change. It is forward-focused, so it leads to action. We use workshops to give you the opportunity to tailor your conversations, so you can use '**Straight Talking**' to change your people and organisation into what you need it to be.

### For more information, please call

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