

4S™ COURAGEOUS CONVERSATIONS



In every organization, culture is defined one conversation at a time.

Sometimes, those conversations can be difficult. Some might involve navigating organizational change while others are targeted at performance issues.

Too often these are the conversations that managers and team members avoid. But, if they are handled correctly, they can make the difference between an engaged and motivated work force and stagnated talent.

Velocity's 4S™ Courageous Conversations platform leverages a simple yet powerful framework to equip managers with the tools, skills, and confidence they need to facilitate these conversations.

Our clients leverage this platform to address issues ranging from:

- Change management
- Performance management
- Mobility issues
- Cross-functional collaboration
- Onboarding

Outcomes:

In leveraging the Courageous Conversations platform, your organization will be enabled to achieve a variety of meaningful performance metrics. Velocity solutions are proven to drive measurable and sustainable improvements in KPIs including:

- Employee retention
- Engagement
- Accountability
- Leadership
- Productivity
- Use of performance management resources



A blended approach to behavior change

By leveraging a blended approach to learning, Courageous Conversations supports your managers and team members where and when they need it most - on the job. Each CC implementation includes:

- An engaging overview of the 4S™ Conversations model and key tools
- A live classroom experience built on real-world challenges and issues
- Weekly 4S™ BrainSnacks
- Three monthly web-conferences designed to facilitate best-practice sharing and troubleshooting

Benefits of 4S Conversations® Solutions

- Proactively recognize and diffuse challenging interactions before they escalate or calcify
- Decrease stress while increasing motivation
- Focus on doing work instead working on each other
- Develop feedback skills at all levels of the organization

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VELOCITY
The Conversation Company™