

# The Mulvaney Group, Inc.

The Mulvaney Group helps individuals and organizations have Courageous Conversations™. This means people have dialogue with those they don't normally speak to about things they don't normally speak about. As well as, with those they speak to all the time about topics they would rather avoid.

TMG's 15 years of experience has shown to reduce employee attrition (by 50% for one client) and to increase revenues (25% for another).

Some clients include:

- American Express Financial Advisors
- Best Buy Company
- Blue Cross Blue Shield of Minnesota
- Brookdale University Hospital and Medical Center
- Business Loan Express
- Carat USA
- Citigroup Global Corporate and Investment Bank
- Citigroup Private Bank
- Consumers Union, publisher of Consumer Reports
- Credit Suisse First Boston
- Deluxe Corporation
- Fairview Health Services
- Fallon McElligott
- Federal Reserve Bank of Minneapolis
- International Truck and Engine Corporation
- Medtronic, Inc.
- Methodist Hospital
- Prudential Financial Services
- RBC Dain Rauscher
- United Auto Workers – GM
- United States Tennis Association

# 8 Characteristics

To engage in dialogue with people we don't normally speak to about things we don't normally speak about. Or with people we speak to all the time about topics we would rather avoid.

✓ <i>In pairs</i>	A true Courageous Conversation happens between <b>two people</b>
✓ <i>An intention to dialogue</i>	Begin a conversation with someone you <b>want to learn more about</b>
✓ <i>Make it manageable</i>	<b>Don't get paralyzed</b> by the risk of talking to this person
✓ <i>Be a peer</i>	Be in the conversation as <b>equals</b>
✓ <i>It's all recoverable</i>	The future of the <b>relationship doesn't rest</b> on this conversation
✓ <i>3 "utterances"</i>	Stay in the conversation long enough to get <b>three comments</b> back and forth from each person
✓ <i>Do it scared</i>	The <b>fear is reduced</b> after the conversation
✓ <i>Do it again and again</i>	Be willing to have <b>multiple conversations</b> with this person