

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

Development Principles

Courageous Conversations: 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.

- **Build From Within**

- Involve as many people as possible, in a variety of ways. **Resistance is reduced** when employees have a “say” in the outcomes.

- **Build on the Pockets of Readiness**

- Leverage the explicit and stated passion of a few to grow and **influence the many**.

- **Build Momentum**

- **Small steps** can make big changes. Create the feeling of inevitability.

Feedback Loops

