



# COURAGEOUS CONVERSATIONS

## The Mulvaney Group, Inc.

When you need to fix the unfixable. When you worried that a lawsuit is just around the corner or you are looking at a discrimination complaint. When you need an OD intervention to solve the behavioral issues quickly, effectively and efficiently.

Tim Mulvaney's experience has shown to reduce employee attrition (by 50% for one client), to increase revenues (25% for another), and to reduce turnover costs (\$500,000 for one retained executive).

Some clients include:

- Altria Corporate Services
- Best Buy Company
- Blue Cross Blue Shield of Minnesota
- Brookdale University Hospital and Medical Center
- Cambridge University Press
- Carat USA
- Cargill
- Citigroup
- Collegiate Church Corporation
- Consumers Union, publisher of Consumer Reports
- Fairview Health Services
- Federal Reserve Bank of Minneapolis
- International Truck and Engine Corporation
- Lutheran Services of Iowa
- Medtronic, Inc.
- Methodist Hospital
- Prudential Financial Services
- RBC Dain Rauscher
- United Auto Workers – GM
- United States Tennis Association
- Volunteers of America



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## “Are you out to anybody here?”

July 12, 2007

**Courageous Conversations:** to fix the unfixable

### July 12, 2007 Coffee Conversations Lessons Learned

*Topic:* Steve suspects his colleague Sean is gay. Sean has never made any mention to Steve of his sexual orientation, but nonetheless, Steve wants to convey to Sean that he is open and supportive to Sean. But he also wants to convey that in a way without explicitly stating his suspicions about Sean.

- ***Self-disclose as soon as possible***

- It took Steve a long time - about 3-4 minutes to get to the point of his own self-disclosure - his brother is gay. Because it took him awhile to get there, Sean was very suspicious of Steve's motives for this conversation. This demonstrates Step Two of my Relate Model - “Did you demonstrate your willingness to take a risk?”

- ***Don't mention the gossip***

- We all know that gossip and innuendo about others exists in the office, the lunch table, the water cooler. Mentioning that fact during this conversation was not helpful. It made Sean feel that much more distrustful of why Steve was initiating this dialogue. As well as, making Sean wonder what people had been saying about him.

- ***Ask for something***

- Once they got to the point of actually talking about the issues, and whether or not the organization was open to diversity, Sean took the opportunity to ask Steve to be the ally he said he wanted to be. Meaning, it is fine that he wants to express his personal feelings of support to Sean individually. But what Sean really wants and needs is Steve to be a more public ally by “laying the groundwork” for a training on GLBT issues

- ***Reaffirm the relationship***

- At one point Steve told Sean that he likes him, likes working with him, and is appreciative of his skills as a fundraiser. Like in every Courageous Conversation, the initiator has to reaffirm his/her relationship to the receiver to let him/her know of his/her commitment to working this out.