



THE MULVANEY GROUP



COURAGEOUS CONVERSATIONS

The Mulvaney Group, Inc.

To fix the unfixable. When you're 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:

- Aegis Media / Carat USA
- Altria Client Services
- Best Buy Company
- Blue Cross Blue Shield of Minnesota
- Brookdale University Hospital and Medical Center
- Cambridge University Press
- Cargill
- Citi
- Collegiate Church Corporation
- Columbia University
- Consumers Union, publisher of Consumer Reports
- Fairview Health Services
- International Truck and Engine Corporation
- Medtronic, Inc.
- Methodist Hospital
- Prudential Financial Services
- RBC Dain Rauscher
- Standard Americas
- United Auto Workers – GM
- United States Tennis Association
- Volunteers of America
- Weight Watchers International



COURAGEOUS CONVERSATIONS

“What are you wearing?”

September 10, 2008

Courageous Conversations to fix the unfixable

September 10, 2008 Coffee Conversations Lessons Learned

Topic: Justin’s colleague just got back from his wedding and honeymoon in California. Jack is now using a picture of himself and his husband on the beach as a screen-saver. So, when Justin is in Jack’s office talking to him, Justin is looking directly at a picture of the two of them in bathing suits. Justin decides to say something.

- ***Be humble***

- This is awkward. Maybe it’s just Justin who is uncomfortable. So, as Justin raises the topic and attempts to find a solution with Jack, don’t be too strident or forceful.

- ***Be willing to explore the options***

- By the end of the conversation, they had come up with at least four options - use a picture that has them fully dressed, turn off the screensaver during their meetings, meet in Justin’s office, meet in a neutral location. Be open to the other person’s suggestions.

- ***Be willing to have multiple conversations***

- Even with all the options, they will need to continue to have some conversation to find the solution or solutions that work for each of them.

- ***Keep it manageable***

- They have agreed to work it out between the two of them. No need to raise this issue to HR or anyone else to look for a “ruling,” e.g., does this picture violate company policy in some way. The both believe that this should be a problem that they can solve.