



# The Mulvaney Group, Inc.

The Mulvaney Group helps individuals and organizations to fix the unfixable. When a team or an executive's behavior is no longer acceptable, tolerable, sustainable, or getting the needed results.

Tim Mulvaney will navigate an intervention to eliminate the unwanted behaviors.

TMG's 15 years of experience reduces employee attrition (by 50% for one client), increases revenues (25% for another), and eliminates employee replacement costs (\$500,000 for a single employee).

Some clients include:

- Altria Corporate Services
- American Express Financial Advisors
- Best Buy Company
- Blue Cross Blue Shield of Minnesota
- Brookdale University Hospital and Medical Center
- Cargill
- Carat USA
- Citigroup
- Columbia University
- Consumers Union, publisher of Consumer Reports
- Credit Suisse First Boston
- Fairview Health Services
- Fallon Worldwide
- Federal Reserve Bank of Minneapolis
- International Truck and Engine Corporation
- Methodist Hospital
- Prudential Financial Services
- RBC Dain Rauscher
- Standard Americas Bank
- United States Tennis Association
- Weight Watchers International



# Lunchtime Seminar

**Courageous Conversations:** to engage in dialogue with people we don't normally speak to about topics we don't normally speak about. Or with those we speak to all the time about topics we would rather avoid.

**In This Session, Participants will:**

- Understand the components of an effective Courageous Conversation
- Build a common language to broaching the topics they would rather avoid
- Dissect a conversation and apply the lessons to their own communications
- Find opportunities in their existing communications to improve the interactions

**Process Overview:**

*Pre-session Podcast*

- One topic-relevant, 6-8 minute podcasts distributed to participants with some guides and questions to direct the listener. Downloadable PDF included.

*1.5-2 hour Session*

- Introductions – build rapport, shift focus from the work before the meeting to our work together today
- Define Courageous Conversations
- Review a podcast – listen to either one from the pre-work or a new one – determine what worked, what didn't, what lessons to apply to our own conversations
- Review 8 Characteristics of a Courageous Conversation and the Relate Model
- Brainstorm list of possible conversations, choose one from the list or one of your own
- Assignment: Prepare for your own conversation
- Final Commitment: One thing to Stop Doing, Start Doing, and Keep Doing

*Post-session Podcast*

- Tim will record a podcast reaffirming the group's learning from the session, reiterate the assignment to engage in their own Courageous Conversation. Downloadable PDF included.