



# 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:

- 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
- 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



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## “Do you think you should be doing that?”

March 12, 2008

**Courageous Conversations** to fix the unfixable

### March 12, 2008 Coffee Conversations Lessons Learned

*Topic:* What a great party last night. The launch with the new client and their new product went off without a hitch. The drinks were flowing freely, and everyone seemed to enjoy themselves. Except that Pat saw two of his colleagues, Chris and Sean, tucked away in the corner, in physical contact that may not have been the most appropriate time and/or place. Pat decides to talk to Chris about what he saw.

- ***Be specific about the consequences***

- Or at least what you think the consequences could be. Pat isn't sure what could or will happen to Chris. But he does know, from the recent sexual harassment training, that there are potential negative consequences to having the kind of physical contact between work colleagues at a work function that he witnessed last night. When Pat said, “I'm worried something bad could happen to you,” is when Chris started to listen.

- ***Support the policy***

- Pat wasn't even sure something was wrong. And truth is he said he personally didn't even mind, but again he knows that the company has a harassment prevention policy and he needs to support the policy. Even if he is not sure there is a problem.

- ***Focus on the impact***

- There was a lot of conversation between Pat and Chris about Chris' intentions towards Sean – do you like him? Are you going to date him? All fine and well, but not really the issue. Even if Chris and Sean decide to date each other, the behavior at the event still sounds inappropriate and could still create a problem for Chris. It is about the behavior, not the intention.

- ***Be a friend***

- Pat went to Chris because she's his friend and he doesn't want to see anything happen to her. Be a friend, offer support, consider and discuss how you can help