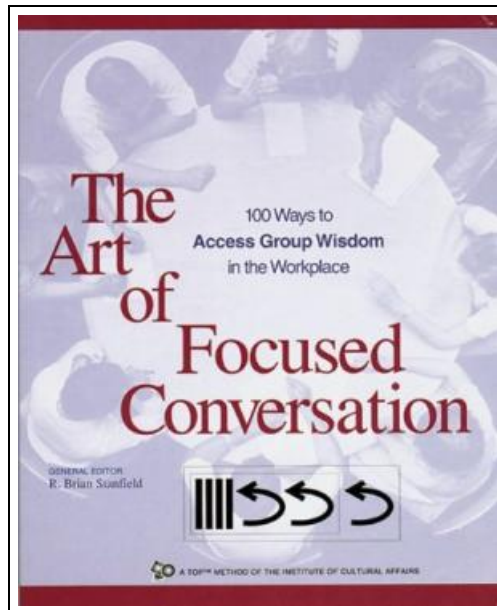


## The Art of Focused Conversation: 100 Ways to Access Group Wisdom in the Workplace (Paperback)



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Communication within many organizations has been reduced to email, electronic file transfer, and hasty sound bytes at hurried meetings. More and more, people appear to have forgotten the value of wisdom gained by ordinary conversations. But, at different times in history, conversation has been regarded as an art form - a crucial component of human relations. Conversation has the power to solve a problem, heal a wound, generate commitment, bond a team, generate new options, or build a vision. Conversations can shift working patterns, build friendships, create focus and energy, cement resolve. The Art of Focused Conversation convincingly restores this most human of attributes to prime place within businesses and organizations, and demonstrates what can be accomplished through the medium of focused conversation. The first Part describes the theory and background of the conversation method, which has been effectively used for group consensus making in: 1) problem solving; 2) troubleshooting; 3) coaching; 4) research and 5) interpretation of data. It also discusses how to prepare a conversation, how to lead a conversation, and what the common mistakes are. Part two then provides 100 sample conversations designed for use in many different situations, including: 1) reviewing and evaluating; 2) preparation and planning; 3) coaching, and mentoring; 4) data...

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