

RECLAIMING CONVERSATION™ LECTURES AND WORKSHOPS



Sherry Turkle, MIT Professor and Author “Reclaiming Conversation: The Power of Talk in a Digital Age”

Professor Sherry Turkle believes our increased reliance on digital technology has brought us out of balance with what we need as people: rich, robust and trusting relationships. In the workplace, technology is too often part of a flight from face-to-face conversation. Yet it is through conversation that the relationships and ideas which underly successful enterprises are born and thrive.

Are You a CONVERSATIONAL ORGANIZATION?

Sherry designs and delivers unique lectures and executive education programs based on her research. Using her unique RECLAIMING CONVERSATION™ framework and tools, she enables leaders and companies to reintroduce the power of face-to-face conversation into the workplace. Her workshops bring new insights, understanding and skills; she also facilitates the development of organization-specific approaches.

The ultimate aim is to become a conversational organization that values empathy, authenticity and engagement. It also values relational over transactional encounters. When employees recognize the difference, they understand when an email offers little value and a telephone call delivers what they need. They are in a better position to choose the right tool for a job.

The conversational organization leaves space for vulnerability on the path to learning instead of holding out the false promise of perfection as an ideal. And it understands that the capacity for solitude and the capacity for conversation go together. With these underpinnings, employees will be more effective at relationships as they develop a competence for attention and focus. They will thrive – and so will business.

THE RECLAIMING CONVERSATION™ FRAMEWORK

Sherry’s research-based program takes organizations through an analytic process examining seven dimensions of their relationship health and suggests a path forward. The business case for conversation begins with the fundamental insight that conversation is good for the bottom line. It is good for employee engagement, productivity and creativity. Sherry bridges the divide that exists between senior management and younger members of the organization who are often reluctant – even averse – to having conversations, meetings and debates with customers, colleagues, vendors and other partners. Their propensity to email or text rather than converse is a liability for the business’ balance sheets.

Sample RECLAIMING CONVERSATION™ Workshop Agenda

WHO: This workshop is appropriate for everyone who wants to learn more about engagement and the role of the conversational organization in the business case for conversation. Because the work sessions are designed as breakouts, the total group can be as large as the room space accommodates. Each breakout group should ideally include no more than six participants.

WHAT: Highly interactive delivery format with an extended breakout session, providing pragmatic takeaways

OUTCOMES: Participants will come away with a greater understanding of what is keeping their organization from being more conversational. Further, they will have a prioritized set of areas to work on with tools for changing attitudes, beliefs, behaviors and policies.

TIMING: Half or full day agenda

Sherry is happy to design a lecture or workshop according to your needs. She also welcomes a briefing call to learn more about your organization and formulate the best approach. To learn more and obtain a fee quote, contact Danny Stern (danny@sternstrategy.com), 908-325-3877 or Mel Blake (mblake@sternstrategy.com), 617-307-4203.