

# Critical Conversations

## The Consulting Team

Facilitating Positive Change

*The Consulting Team's Mission: Facilitating positive change by increasing effectiveness of leaders, teams, and organizations through consulting, coaching, conflict mediation, and training.*  
**Dr. Marilyn Manning, CEO**

### Partial Client List

Over 100 California Cities,  
Special Districts, and Public  
Agencies  
Arthur J. Gallagher Insurance  
California State University  
System  
California Water Service  
Contra Costa County  
Kaiser Permanente  
Meyer Sound  
Minami Tamaki, LLP  
Attorneys  
National Speakers Association  
Pacific Cheese Company  
Police Officers Standardized  
Training (POST)  
San Mateo County Sheriff  
State Compensation Insurance  
Fund  
Stanford University  
State of California  
Social Security Administration  
Synthetic Genomics

Are you uncomfortable providing constructive feedback to others? Do you ever want to challenge ideas when others' strong opinions differ from your own? Do you feel defensive when others criticize your ideas?

This training teaches you proven strategies and techniques to shift arguments into dialogues. You will learn to build positive relationships through developing mutual agreements and learn communication tips to support positive change. Practical exercises provide you opportunities to practice these new skills.

### Participants will learn to:

- Ensure critical conversations become productive dialogues
- Improve communication outcomes
- Enhance their communication skills and comfort level
- Reduce tension and steps related to negative situations

*"The Consulting Team gave us valuable insight and reminded us that communication is critical to developing successful business relationships and maintaining employee morale. They provided us a forum for meaningful discussions and opportunities for our management team to openly share thoughts and honest, interactive communication."*

- Richard Lange, Director of Information Technology, Monterey County

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