

CONNECT

The Neuroscience of Quality Conversations



Increase the Quality of Performance Conversations so Everyone Can Learn, Grow, and Achieve Faster

CONNECT features a suite of brain-based tools built upon 20 years of research in human performance and workplace interaction. This scalable solution enables managers to increase the effectiveness of their performance conversations by developing these habits:

BUILD PARTNERSHIP
with the SCARF® Model

ACTIVATE INSIGHT
with the TAPS Model®

FOCUS ON LEARNING
by priming for Growth Mindset

Our Intent Rarely Matches Our Impact

Less than 1% of managers possess both goal-focused and people-focused skills.* This is partly because most workplace training focuses on technical development over "softer" communication skills. But it's also due to competing networks in the brain fighting to set goals and maintain social skills. The result of this dilemma is that few workplace conversations turn out as intended.

The Benefits of a Quality Conversation

Having better Quality Conversations has a significant impact on an organization.



Employees:

- Solve problems faster
- Are more engaged
- Perform better
- Grow faster

A Brain-Based Approach

The brain-based strategies used to hold quality conversations involve tuning into the social drivers of human behavior, evoking a mindset of growth, and promoting solution seeking through insight. The types of conversation we employ these strategies in include:



Everyday Performance Conversations



Project-Based Performance Conversations



Annual Performance Conversations



Longer-Term Career Conversations

*Management Research Group, Jan. 2012

Solution Overview



Research Summaries
for a deeper dive into
the brain science



Practice Tools
to support habit formation
through practice



Conversation Guides
for guided application to
real workplace scenarios



Activities
for long-term sustainment
and learning

Distributed Learning Solution (DLS):

Bite-sized video content
delivered across four
weeks to thousands of
managers at a time

Integrated Learning Solution (ILS):

Three 90-minute sessions using
NLI's HIVE (High Impact Virtual
Experience) methodology,
impacting hundreds to
thousands of participants

In-Person Workshop:

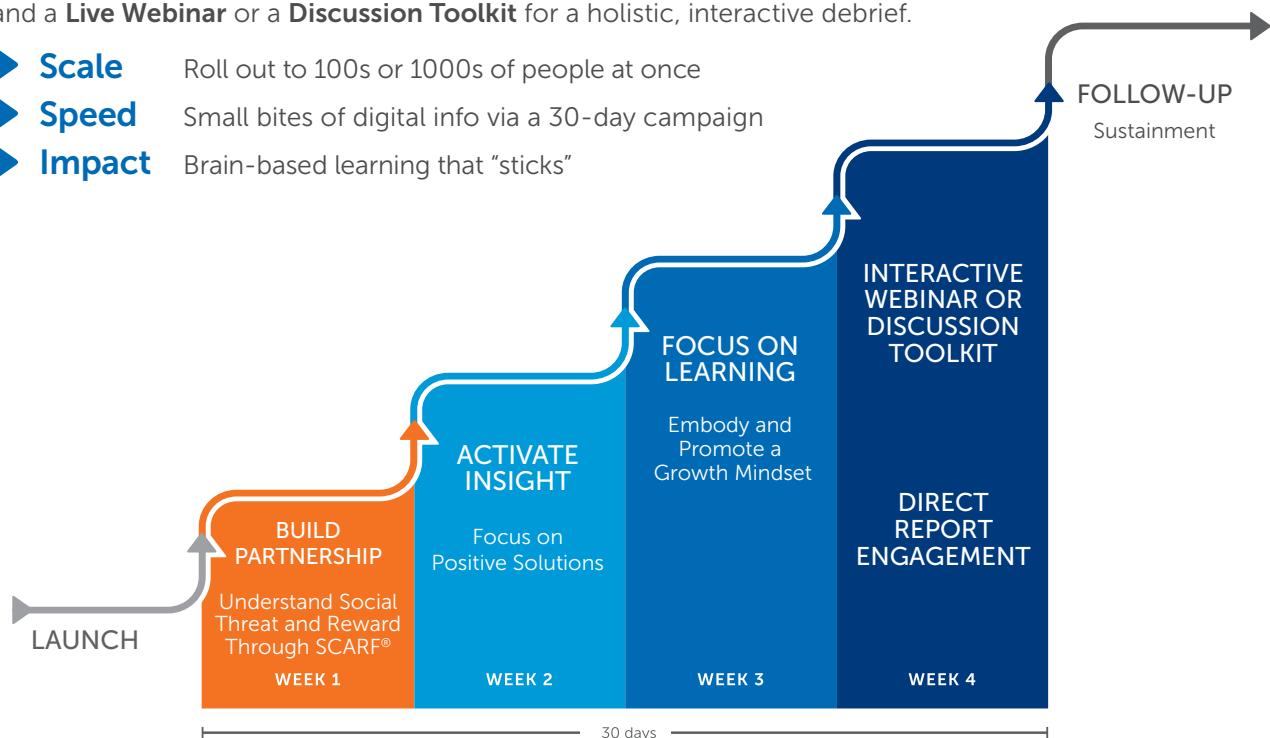
Expert-led, generative learning
experiences, offered as a full-day
session with tailoring options to
fit your organization's needs

30 Days to Integrate

The **CONNECT** Distributed Learning Solution seamlessly integrates into your organization and turns these essential skills into sustainable habits.

Get **5-Minute Research Videos** for an overview of the core content and a **Live Webinar** or a **Discussion Toolkit** for a holistic, interactive debrief.

- ▶ **Scale** Roll out to 100s or 1000s of people at once
- ▶ **Speed** Small bites of digital info via a 30-day campaign
- ▶ **Impact** Brain-based learning that "sticks"



For more information



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