

**THE
HUMPHREY/
GROUP**



The Art of Conversation™



A Signature Learning Experience

Every conversation is an opportunity to drive decisions, shape culture, and accelerate progress. The Art of Conversation™ teaches leaders how to transform their everyday interactions into powerful leadership moments. They'll gain strategies and techniques to build alignment, resolve conflict, and guide discussions toward outcomes that advance strategy while preserving relationships and trust.



Key Learning Outcomes

In this Signature Learning Experience, participants receive the knowledge and tools to...

- Show up with intention by applying the six leadership mindset principles.
- Enter every conversation with a clear purpose and audience-centered focus.
- Engage effectively through structure, listening, language, and presence.
- Keep discussions on track by identifying and managing derailers.
- Influence outcomes with strategic questions that sharpen clarity and accelerate decisions.
- Navigate high-stakes conversations by easing tension, fostering safety, and staying results-focused.
- Build long-term trust by following up to reinforce clarity and alignment.



Participant Profile

The Art of Conversation™ is ideal for leaders at all levels who need to improve their ability to...

- Shift conversations from routine tasks to strategic leadership tools.
- Engage in courageous conversations with clarity and confidence.
- Guide conversations toward decisions and outcomes that drive organizational impact.
- Maintain trust and commitment during high-pressure, emotionally charged workplace discussions.



The course brought me out of my comfort zone in a good way. It gave me some real hands-on practice and knowledge about dealing with difficult conversations and exploring the areas that I need to work on and what I do well that I wasn't aware of before.

— Rina, Manager of Production, Oil & Gas Industry



Program Modules

/ The Conversation Mindset

Identify the habits and barriers that limit your effectiveness in conversations. You'll learn how to replace fear-based reactions with leadership principles and how shifting your mindset can increase alignment, accelerate decision-making, and improve organizational outcomes.

/ Leading Conversations

Learn to structure conversations using the PAL framework to move strategy forward. Through real-world practice, you'll strengthen your ability to listen effectively, ask better questions, and use tone and presence to build trust, keep conversations on track, and drive productivity.

/ Influence in Action

Keep conversations focused, productive, and outcome-oriented by learning to navigate group dynamics and adapt in real time. Gain practical tools and engage in hands-on practice to build confidence in handling resistance and managing tension with the support of the ARC framework.

/ Courageous Conversations

Stay grounded during high-stakes conversations using the CARE model to reduce tension and build psychological safety. Practice following up after tough conversations to repair trust, clarify, and realign.

/ Sustainment

Master new skills and behaviors with 30-day access to two powerful sustainment tools:

 **ELI, our AI-powered communication coach.** Practice your delivery with ELI to reinforce habits developed in the program and gain on-demand, personalized feedback.

/ Our digital resource library. Access to a range of insights and tools, you can use to reinforce your learning and explore new, complementary skills.

SPARK Your Learning with Tailored Program Add-ons

We make it easy to tailor our programs to your specific needs with our extensive library of add-on modules.





Choose Your Delivery Method

	Virtual	In-Person
 Timing	4, 1.5 hour live online sessions	2, 7 hour days
 Self-Directed Learning	Online prework prior to each virtual session	Access to program materials prior to the session
 Instructor-Led Sessions	Live virtual facilitation led by The Humphrey Group	Facilitation led by The Humphrey Group
 Coaching	30 minutes of 1:1 coaching	1:1 coaching in a group setting
 Sustainment	30 day access to ELI, our AI communication coach, and our digital resource library	30 day access to ELI, our AI communication coach, and our digital resource library

*Hybrid delivery and licensing options are available

*Available in: English, French & Spanish

Trusted by Top Organizations of All Sizes.



Teleflex®



Walmart*



BLACKROCK



PHILIPS



The Humphrey Group Difference

- More than 35 years of experience
- Interactive, hands-on learning
- Feedback-rich development
- Flexible delivery options
- Access to self-directed sustainment
- Seamless experience through digital learning platform
- An approach that combines mindset + toolset to develop exceptional leadership communication skills



About The Humphrey Group

We are the Leadership Communication Experts

Our singular focus on leadership communication guarantees a depth of expertise unmatched in the market. For over 35 years, The Humphrey Group has developed leaders to be better, more inspiring communicators, increasing their ability to drive action, build trust, and create alignment across the organization. We are passionate about our purpose to teach and promote inspiring communication. When you're inspired, you inspire others, and the outcome is greater engagement, stronger results and enduring organizational success.

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