

Conversational Capacity: The Secret to Building Successful Teams That Perform When the Pressure Is On (Business Books)

By Craig Weber

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OPEN, BALANCED DIALOGUE--THE KEY TO PEAK TEAM PERFORMANCE

In a world of rapid-fire change, it's more important than ever to build teams that work well when the pressure is on?and quality communication can mean the difference between success and failure.

Conversational Capacity provides the communication tools you need to ensure that your team remains on track even when dealing with its most troublesome issues, that it responds to tough challenges with agility and skill, and performs brilliantly in circumstances that would incapacitate less disciplined teams.

Praise for *Conversational Capacity*:

"This book blows the lid off everything you have learned about team building and will have you asking, 'Why didn't someone show me this before?'" -- Rick Woodcock, Chief Technology Officer of the US Naval Institute, Annapolis

"Easy to implement, Craig Weber's techniques will transform your organization. We put these principles into practice and saw immediate results." -- Scott Goodey, CEO, Greenpoint Technologies

"A must-read for leaders and those who aspire to lead. It's one of the most influential books on the value of teaming." -- Benjamin Ola Akande, PhD, Professor of Economics and Dean of the George Herbert Walker School of Business and Technology, Webster University

*"**Conversational Capacity** is one of those rare books that will forever change how you see yourself and the people with whom you work. Read it. Recommend it to your boss, your team, and your friends."* -- Jan Wilmott, Director of Leadership Development at the Royal Bank of Canada

*"This book provides a practical roadmap to learning the single most important skill that any leader can and should master. **Conversational Capacity** will change the way you lead and transform your relationships--at work and at*

home." -- Andy Restivo, President and CEO of Creative Channel Services, an Omnicom Group Company

*"**Conversational Capacity** shows leadership teams how to think actively and adapt quickly. Better yet, the simplicity of the book enables the reader to apply the concepts and ideas in any leadership position."* -- Mark Milliner, CEO of Personal Insurance at Suncorp

*"Craig Weber has a gift for connecting what it means to build healthy relationships with the nuts and bolts of running an organization. In **Conversational Capacity** he brings a refreshing combination of practical tools, personal examples, and wisdom from having worked with hundreds of leaders over the years. If you are a leader or someone interested in getting better at what you do, **Conversational Capacity** is a must read."* -- Rob McKenna, PhD, Executive Director of the Center for Leadership Research and Development and author of **Dying to Lead**

"Craig Weber challenges us to think differently about the way we talk to each other. Not since the seminal work of Chris Argyris have I read a book that so well documents the promise and the peril of dialogue. Readers will learn to develop conversational competence with team members and with leaders at all levels. You will learn to become more mindful in difficult situations, appreciate the power of curiosity, and develop ways to experiment, compare, reframe, and reengage with renewed commitment. We need this book, now more than ever. Once you read it, you will want to share it as soon as possible!" -- Frank J. Barrett, PhD, Professor of Management and Organizational Behavior, Global Public Policy, at the Graduate School of Business and Public Policy, Naval Postgraduate School and author of **Yes to the Mess**

"This book has transformed the way I lead, teach, and facilitate. Weber captures the essence of team effectiveness and provides a well-researched and tested model that supports the other building blocks of leadership." -- Dr. Tony Herrera, Direct of Partner Development at Schreiber Foods

"Required reading! Improving the conversational capacity of your team and organization is invaluable. These same skills are needed to address the broader issues we face as a society. Get this book! Share it with your colleagues, friends, and family." -- Chris Soderquist, President of Pontifex Consulting and author of **The Strategic Forum**

*"Craig Weber's **Conversational Capacity** works. It works to build an internal culture that allows our organization to focus on the work at hand--without the drama, emotions, and egos that often get in the way of creating a high-functioning organization. It also works when building relationships with funders, stakeholders, and other clients, allowing our team to listen for commonalities and to find areas of true agreement."* -- Michele Lueck, President and CEO of the Colorado Health Institute

"Those who aspire to use a conversational process to facilitate and deliver high-impact team results have come to the right place. Having worked with Craig

Weber to design training programs for colleagues, I can personally attest to his brilliance in using narratives to capture our attention and emotional intelligence with evidence-based methods to build our conversational skills. With clarity, practicality, and case examples, this book will help you find the sweet spot in any conversation while ensuring a productive outcome." -- Dr. Kathleen Keil, Senior Manager of Learning and Development at Pfizer Animal Health

"Craig Weber's ***Conversational Capacity*** *reduces organizational fear through a simple, effective technique that increases trust and maximizes creativity. It will help any organization realize new levels of confidence, creativity, and success. The tools within these pages may very well be the most important keys to both change and growth in the twenty-first century."* -- Scott Eck, President of Leadership Masters

"We often see the need for collaboration but do not have the tools and skills required to make it happen. Using Craig Weber's techniques to build conversational capacity is exactly what we need in both our professional and personal lives." -- Karen Minyard, PhD, Director of the Georgia Health Policy Center at the Andrew Young School of Public Policy, Georgia State University

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Editorial Review

About the Author

Craig Weber is an international consultant specializing in team and leadership development. His clients include Boeing, Pfizer, Novo Nordisk, the Royal Bank of Canada, NASA, and the Centers for Disease Control.

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