

# Heroic Conversations: The Key to Organizational Success

A recent global study of over 11,000 corporations across 15 countries found that 58% of firms have experienced a significant rise in their workplace stress levels over the last two years (Regus, 2009). In a struggling global economy, high stress levels reduce workplace productivity and negatively impact the quality of deliverables.

One solution that is gaining ground among leaders is to reduce the number of stressful interactions through the ability to facilitate “difficult conversations” more quickly and effectively. This highly-interactive session will introduce the Heroic Conversations Model through a series of discrete, learnable steps.

Derived from an appreciation and study of inspirational mentors, coaches, bosses and teachers, this model provides a means of streamlining the communications process and improving the ability to generate solid business results. Developed by facilitator Adam Vane, the model has been successfully implemented in over 100 organizations, including Shearman and Sterling, LLP, JPMorgan Chase, Yale University School of Medicine and the United Nations.

Whereas some programs on negotiation merely explain techniques for finding solutions, this program helps members discover how to implement the model to see immediate results. Participants will have the opportunity to discuss real issues and be coached on real-world solutions.

By the end of the program, participants will have a technique for:

- Cutting through emotional barriers to improve individual and team productivity
- Setting goals that elicit greater buy-in from stakeholders
- Understanding how to negotiate for results when faced with strong emotions
- Transforming communication from a competitive process to a constructive inquiry

**Facilitator:** Adam Vane, founder of Paragon Global Consulting, LLC is a trainer and executive coach with over 15 years of experience helping leaders and leadership teams develop their capacity for innovation and improve their personal and organizational performance. He is currently a Mentor Coach for the Columbia Coaching Certification Program and an adjunct faculty member at NYU. He received his MA in Organizational Psychology from Columbia University. Clients include Montefiore Medical Center, NYU Medical Center, Good Samaritan Hospital, Yale University School of Medicine, 1199SEIU, United Healthcare, Shearman and Sterling, LLP, and the United Nations.

**Heroic Conversations Public Calendar 2010-11:** United Nations Organizational and Career Development Roundtable, National Association of Continuing Legal Education. 16<sup>th</sup> Annual Family Office Forum, New York City Bar Association, 1199 SEIU CCLC 11<sup>th</sup> Annual QCC Conference, Vistage International

**Contact Info:** Email: adamvane@paragonglobal.com, Tel: + 01 (212) 932-8211, Skype ID: Adam Vane

Links:

[www.heroicconversation.com](http://www.heroicconversation.com)

[www.paragonglobal.com](http://www.paragonglobal.com)

# Heroic Conversations

---

## **Benefits of Heroic Conversations:**

- Blends the best of negotiation and mentoring skills without being “mechanical” or “artificial”
- Provides a unique way of dealing with “no”
- Takes five to ten minutes to implement
- Transforms people’s anger and frustration into a more productive strategy

## **Facts about Heroic Conversations:**

- Utilized by thousands of people in over 100 organizations:
  - United Nations Development Programme, JPMorgan Chase, Montefiore Medical Center, Columbia Business School, American Management Association
- Effective at all levels
- Recently made part of NYU curriculum for undergraduates

## **Testimonials for Heroic Conversations:**

“Adam custom designed a series of seminars for 150 staff members from a variety of departments. Attendees learned customer service, conflict, stress, and time management skills. Over 98% of the written evaluations were extremely positive with particular emphasis on Adam’s fine tuned perception of what really goes on in healthcare institutions, coupled with a sincere appreciation of the challenges of the work environment. Adam is an engaging teacher encouraging an interactive approach to learning. He also shares a positive outlook and offers solutions to a variety of scenarios. We welcome him back and are looking to expand the program to include the broader team at The Mount Sinai Hospital.”

**Maria Vezina Ed.D., RN, Director of Nursing Education and Recruitment  
The Mount Sinai Hospital**

“Adam facilitated an interactive workshop for our Annual Retreat. Attending the session were 72 of our top consultants, executives, and staff, many holding doctorates in the fields of clinical and organizational psychology. Adam’s ability to create an atmosphere of trust and openness for this highly experienced audience was quite extraordinary. Important issues were discussed in a way that created new options for communication throughout the entire organization, leading to greater buy-in on our overall strategic objectives. I can strongly recommend Adam as both an interactive keynote speaker and high level facilitator of communication for any team wishing to discuss real issues.”

**Ilene H Lang, President, Catalyst**

“Adam’s communication program is excellent. I am seeing changes in my staff’s ability to work through tough issues, which improves their effectiveness with patients. His follow up coaching is also of great value to me, both personally and professionally.”

**Troy Pinckney-Ragsdale, M.A., Director, Child Life Program, Montefiore Medical Center**

"In Afghanistan, we go through many conflict management training sessions and so I came today absolutely certain I knew what conflict management was. But you taught me in one day how "not knowing" can be more powerful than "knowing" in dealing with conflict, and so I leave with a much more powerful tool than I had ever learned. Adam, you reached my head and you touched my heart!"

**Mirwais Ramaki, United Nations Development Programme, Afghanistan**