UNLEASH YOUR POTENTIAL with HUMAN ASSOCIATES
THE CONTEXT

Human Conversations

The ability to create a powerful conversation is the fundamental skill required by anyone working in a business environment.

Although most people think they’re having effective conversations, the reality is that they are often just waiting for the other person to stop speaking, so that they can start speaking themselves.

As a result, many business conversations convey no real meaning or purpose, particularly when they just appear to be unfiltered streams of jargon and untested assumptions. These typical business conversations are largely ineffective and routinely avoid dealing with the key issues that actually need to be resolved.

The Human Conversation process enables you and your organisation to quickly and effectively resolve these key issues so that you can always articulate what matters most in any scenario. As you do so, you will find yourself becoming far more influential.
THE PROCESS

The Human Conversations process we will use is powerful and engaging, enabling all participants to feel comfortable and empowered. The process follows these practical and productive stages.

Creating A Human Conversation
Asking Meaningful Questions
How To Hold Conversation Space
Perfect Your Questioning Skills
Planning Your Conversation
What Matters Most In A Conversation
Opportunity To Resolve Real Issues
All Human Workshops are based on the fundamental skill of knowing how to create powerful Human Conversations. Although most people think they are having effective conversations, they are not actually listening to what is really being said. Creating a Human Conversation enables you to ask meaningful questions that provide listening space and thinking time, reflecting the value of each person’s contribution.
We begin the Human Conversations Workshop by investigating the power of asking meaningful questions and conducting conversations that have purpose. How many questions do you ask a day? How many questions are you asked? Although your previous experience may have been that conversations are just something that happen to you and your colleagues, the reverse is true. You create the conversation and everything that emerges during it.
As you practice your questioning skills in the safe and comfortable space of the workshop, you will become more aware of whether you truly listen to the response and the language that is being used by yourself and others. You will also learn how to hold conversation space so that you can provide adequate time for the real answer to emerge.
As you perfect your questioning skills with other participants, you will naturally find that your questions are leading you into conversations. You may have previously experienced most business conversations as being largely meaningless, because they are filled with jargon and assumptions, which are often used to avoid dealing with the deeper issues that you really need to resolve.
We will guide you through the process of moving straight to these deeper issues by planning your conversation before embarking on it. By doing so, you can always get to what matters most in the first few minutes of your conversation, rather than waiting until the end as most people do.
What matters most in a conversation is usually expressed by using imagery and metaphor, and by listening out for and examining these linguistic illustrations, you can achieve a far clearer understanding of the tensions and challenges that you are facing. The conversations that you practice in the workshop give you the opportunity to unpack the language that you and others use, so that you can really understand what is actually being said.
By the end of the workshop, you will have had the opportunity to practice asking rich questions and the time to consider how you engage in a conversation. The conversation topics that we will be using will be directly applicable topics from your workplace, so as well as understanding how to ask questions and create a conversation, you will also have the opportunity to resolve real issues.
WORKSHOP TIMINGS AND LOCATIONS

WORKSHOP TIMINGS

The Human Conversations Workshop is delivered in 1 day, working with real business challenges in, and from, the organisation. The workshop provides an interactive and immersive experience, based on these guidance timings.

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These timings are a guideline only and the actual timings will ebb and flow as we guide the workshop participants into the most effective areas so that they can achieve maximum benefit and value from their workshop.

WORKSHOP LOCATIONS

We deliver the Human Conversations Workshop in the location that best suits your needs as our client. We can deliver on-site in your facilities, or off-site at a location of your choice.

The workshop will be a busy and interactive experience, so ideally we would recommend a large, open space, preferably with natural lighting. It is also important to minimise distractions so that workshop participants can fully engage with developing their effective human communication skills.

We recommend that workshop participation is not limited to a select few participants within an organisation. Human Conversations practices provide the most value for a business when all individuals in the organisation are using them. We can provide a structured series of workshops to ensure that everyone in the organisation has the opportunity to learn how to really communicate more effectively.
HUMAN TERMS and CONDITIONS

Human Associates work with all our clients in a spirit of openness and trust. Our expectation is that our clients will also work with us in a spirit of openness and trust. Our open and trusting approach means that our fundamental considerations are for client comfort and confidentiality.

We will ensure that all participants enjoy a comfortable and stimulating experience, while ensuring their safety and sense of well-being. We know from experience that the more relaxed and comfortable a delegate is, the more willing they will be to fully participate and create continuing value from their workshop experience.

Any confidential information shared by our clients shall remain strictly confidential and although we work in a spirit of openness, we retain the intellectual property rights to all our materials and processes. These cannot be used without specific written permission from Human Associates.

We recognise that your time is valuable and our time is valuable too. Our unique services are always in high demand and so if a confirmed booking is cancelled, we will ask you to pay a cancellation fee of 10% of the full cost. Cancellations within 60 days of workshop commencement will require 25% of the full fee to be paid, within 30 days will require 50%, within 14 days will require 75% and within 7 days will require 100% of the full fee to be paid.

We will invoice you on completion of our work and our expectation is that you will pay us within 30 days. Should any tensions emerge in our working relationship, we will invite each other into a powerful and honest conversation, where we can positively resolve these tensions. This will not only result in a healthy resolution of any tensions but also further strengthen our future working relationship.
ABOUT HUMAN

Human design and deliver immersive workshop experiences which enable you, as an individual, or part of an organisation, to navigate complex business challenges in a powerfully innovative way. Led by award-winning business psychologist Ian McLaren Wallace and extensively experienced educationalist Ashley Petrie, Human are a global group of diversely talented associates, who inspire you to unleash your potential in a very human way.

Rather than continually judging and assessing you, we help you to realise the potential of your ideas and inspirations so that you can bring them into powerful reality. Although the workshops we create are based on the latest scientific research and evidence, we deliver them in a very warm and empathic manner, consistently enabling you and your colleagues to get the most out of your workshop experiences.

Human Workshops are safe and comfortable environments that provide you with the opportunity to go deeper than you might normally do, giving you the confidence to go to the edge of what seems possible, so that you can move beyond it into the truly valuable. We are based in the vibrant city of Dundee in Scotland and we work all over the world to deliver our unique workshops to a wide range of clients, specialising in high performance organisations and high potential individuals.
HUMAN WORKSHOPS

HUMAN CONVERSATIONS
“I always feel like I’m not being heard...”
How can I be heard more clearly by others?

RESOLVING HUMAN CONFLICTS
“It often feels like no-one understands me...”
How can I be a more effective communicator?

HUMAN EMOTIONAL WELLBEING
“Work is really stressing me out just now...”
How can I feel my best and still perform at my best?

DEVELOPING HUMAN RESILIENCE
“I feel overwhelmed by unexpected challenges...”
How can I positively engage with work challenges?
HUMAN WORKSHOPS

**BEING A HUMAN LEADER**

“My usual leadership style isn’t working any more…”
How can I choose my most effective leadership style?

**AUTHENTIC HUMAN LEADERSHIP**

“No-one understands my leadership vision…”
How can I inspire confidence and belief in others?

**HUMAN CULTURAL TRANSFORMATION**

“The reality of our culture doesn’t match our vision…”
How can we create the culture that we really need?

**HUMAN BY DESIGN**

Human Associates design and deliver custom workshops, which use our unique processes to help you with specific challenges.