

The background is a solid black field. On the left side, there are several overlapping circular shapes. Each circle contains a different pattern: one has a dense grid of small dots, another has horizontal lines, and a third has a zigzag or chevron pattern. The circles are semi-transparent, allowing the patterns to overlap and create a complex, layered visual effect.

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Capabilities Deck

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In today's constantly shifting business climate,
where it's not enough to simply change,
thriving organizations have learned there is:

An Urgent Need to Evolve



When Companies **DON'T** Evolve...

> **76%** of companies have disappeared
in the last 30 years U.S. S&P 500

> **52%** have failed over the last 15 years
Fortune 500

> **80%** decrease in company lifespans
(from 67 to 15 years) UK FTSE 100



When Companies **DO** Evolve...

> **They Create:**

realizing greater returns on innovation, patents and trademarks

> **They Lead:**

experiencing greater visibility, influence and financial growth

> **They Transform:**

empowering greater flexibility, alignment and inspiration

amazon

Humana.

Microsoft

Alibaba

NETFLIX

Areas Impacting Your Need to Evolve

In each connected layer, the changes you experience invite a question of leadership and priority. **What is it time for now?**





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We Help in 3 Ways

We help you evolve through creating greater human connectedness. In the face of complexity, dysfunction and the plain messiness of feeling stuck – we help you find clarity, and gain the traction needed to:

Increase alignment

Develop leadership

Improve performance

Increase Alignment

Helping you align with purpose, people, priority, story and systems

Your Objectives

- Prevent complexity from creating a waste of time, talent and money
- Resolve conflicts between people, priorities, systems and measures
- Transform organizational culture

Our Methods & Approaches

- **System Map & Complex System Change:** map system functions, diagnose misalignment, predict outcomes, prescribe alignment solutions
- **Search Conferences:** get the system into the room; learn from the past and align steps for future
- **Strategy Story:** reveal purpose, values and strategic priorities that align the organization
- **Executive Alignment:** design priorities, roles and decision-making protocols that build trust

Improve Performance

Helping you remove barriers to progress and achieve surprising results

Your Objectives

- Meet critical goals on or ahead of time
- Improve communication, and the quality of performance conversations
- Improve team decision making ability, creativity and productivity
- Increase retention and engagement

Our Methods & Approaches

- **Cross-boundary Collaborations:** align key stakeholders across multiples teams, departments organizations on mission-critical goals
- **Leverage-Point Projects:** rapid cycles of surprising, measurable project success
- **Immersion:** create a prioritized succession of experiences to empower learning and action
- **Performance Conversations:** equip leaders to apply every-day dialogue in conversations that build trust and increase achievement for others

Develop Leadership

Helping leaders improve interactions for more impact with less time, money and stress

Your Objectives

- Accelerate development of high-potentials
- Increase system-wide leadership capabilities and collaboration
- Increase impact and effectiveness in leading others to desired results

Our Methods & Approaches

- **Intact Team Development:** just-in-time learning using rapid cycles of value to accelerate performance
- **High Potential Development:** step-based improvement in leadership capability over a nine to twelve month period of time
- **Accelerated Development Conferences:** large groups in innovative learning environments rapidly learn and apply new leadership skills
- **Credibility, Influence and Impact:** 8-month, multi-company experience for senior leaders

Who We Have Helped



Humana®

medibank
For Better Health

T TELSTRA



About Conversant

Creating organizational evolution through inspired human connection

DIVERSE & CONNECTED

We are a diverse, global community of dedicated professionals with a shared conviction: building human connection unleashes collective brilliance and powers sustained evolution. Our backgrounds include vast experience in human connectivity from design thinking and organizational psychology to systems engineering and hostage negotiation. Founded in 1991, we speak eight different languages and have worked in over 100 countries and 450 organizations around the world.

PEERS & PARTNERS

We start by listening. We've never seen the same set of circumstances twice, so we pay close attention with fresh ears every time. What are your biggest problems? We care deeply about them because as your partner, they're ours now, too. We have deep experience and expertise that enables us to co-design the path forward. We're in this together.

PRAGMATIC & PROFOUND

We are a practical, no-nonsense team, and we respect the magic that happens when all the right parts come together to unleash latent potential. Our approach relies on an intuition honed by 30 years of experience. We bring a range of tools, methods, concepts and practices based on our understanding of how humans interact, and what they need to grow and evolve.

The Building Blocks that Matter Most

As we pursue the outstanding development of people and results, these are the elements and promises we employ for your success and ours:

Presence: We bring awareness without prejudice.

Empathy: We appreciate the purposes, worries and circumstance of others.

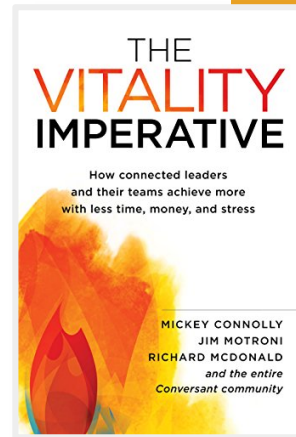
Purpose: We look for the intersection of our mutual resolves.

Authenticity: We accelerate achievement through truth and connection.

Wonder: We practice curiosity to fuel our fire and keep our best day in front of us.

Timing: We see and act on what is right for the moment and cultivate evolution.

Surprising Results: We produce a meaningful, continual and energizing difference.



*Book available
on Amazon*

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Case Studies

Where our partnership, approach
and commitment made a difference



Aligning Stakeholders on America's Watershed Initiative

Challenge

Stretching 3,000 miles and weaving through 31 states, the Mississippi River is a lifeblood of commerce, community, recreation, and transportation. Its health and sustainability are profoundly vital to millions of people.

In 2014, key leaders from a variety of sectors came together to share perspectives and discuss the care and management of this crucial resource, and Conversant lead the way.

With stakeholders having passionate and sometimes opposing views, we needed to design conversations and programs that were innovative, engaging, and sensitive to varying perspectives.

Outcome

We developed a 2 1/2 day event focused on action. We brought leaders and influencers together and created meaningful conversations designed to lead to impactful outcomes.

We created an environment of curiosity where people were free to share, discover, and work together. By interacting with others outside their respective spheres of influence, participants had conversations that would otherwise not have been possible. Disparate points of view united to create a shared understanding, and real, tangible next steps were developed and executed. Storytelling was finessed to be more impactful and inspirational, and the event was published in major newspapers across the country.

"Conversant helped us do something in a short amount of time, with a tremendous amount of input and support."

-Michael Reuter, The Nature Conservancy

Improving Patient Experience with Presbyterian Healthcare Services

Challenge

Dedicated to excellence, the PHS leaders were concerned that despite their aspiration and commitment, they were not creating the exceptional customer experience they desired. We helped them overcome the challenges in shifting from compliance to commitment. PHS moved from telling leaders and staff “what to do” to engaging them and inviting them in “how to do it.”

If the solution were merely a clinical or business challenge, they wouldn't have needed us, but they knew they had to go deeper. Our relationship began with meeting them where they were, taking stock of their organization as a unique ecosystem, and wrapping our expertise around their specific needs.

Outcome

Our crowning achievement for PHS was a set of commitments, coined The Presbyterian Promise. Once The Promise was created, we learned that workforce members were confused with several sets of expectations and absence of clarity about what was relevant now. The promise served as a filter allowing us to work with leaders to “clean the closet” of the past and refined their values.

The Promise had to resonate with the 10,000 employees at PHS and not be viewed as the idea of the month. Instead of just presenting The Promise, meetings were designed so that each person got involved in the conversation. Employees became even more engaged and inspired to care for patients and PHS has seen progress in its mission critical goal of improving patient experience.

“Conversant is a true partner, invested in our success.”
- Kathy Davis, SVP, Chief Experience Officer

Leadership Development in the International Cricket Council

Challenge

The International Cricket Council is the governing body of the world's second most popular spectator sport. In 2017, they came to us to help them develop a global leadership academy that would lay the foundation for the future of the game.

Cricket originated in the 16th century, but longevity doesn't guarantee a place in a world where video games and social media are competing for the attention of future generations. We partnered with the ICC to develop a Global Leadership Academy to create a community of leaders that could address modern challenges and help the sport thrive in a landscape of constant disruption.

Outcome

We developed and implemented the Global Leaders Academy, a wide range of custom built, culture-agnostic programs designed to immerse leaders and high potential talent from all over the world in skill-building environments, including 12-month leadership deep dives.

We exposed the ICC's leadership cohorts to new cultures and perspectives, bringing leaders together in strategically relevant cities and immersing them in some of the most innovative organizations in the world.

In addition to physical workshops, we created online masterclasses, personal coaching, peer groups, and catalyst events.

"ICC Global Leaders Academy is a truly transformative 12-month leadership programme that I believe is unprecedented in world sport."

-Katie Twomey, Head of Venue Business at Cricket Australia

Contact Conversant

Let's start a conversation.



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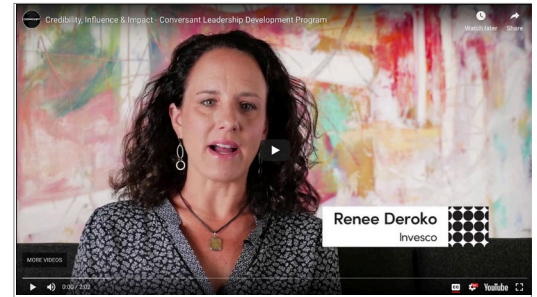
Video Appendix



[Who We Are](#)



[Our Work](#)



[Credibility, Influence
& Impact](#)