



The background of the slide features a top-down view of several hands of different skin tones reaching in from the edges to assemble light-colored wooden puzzle pieces. The puzzle pieces are interlocking and form a central shape. The entire image is overlaid with a semi-transparent purple-to-blue gradient.

BTC+

Closing the gap between learning and doing

Turning training into lasting habits—
and habits into culture.

Conversations that matter: four skills

Respond to Criticism

Raise delicate issues

Check perceptions

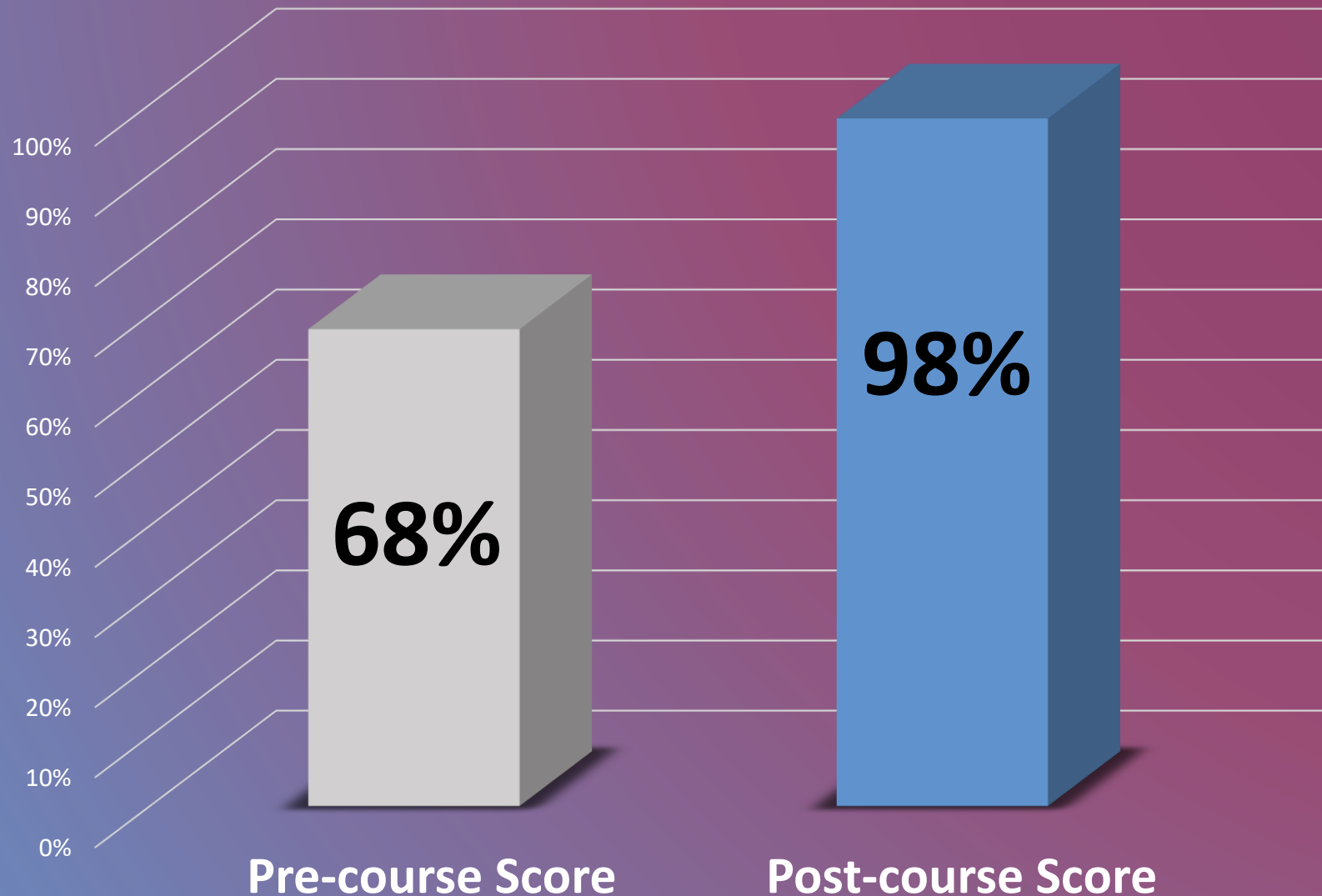
Make gratitude stick

The background image is a composite of several elements. At the top, a person's hand is seen writing on a document with a pen. Below this, a laptop keyboard is visible on the left. In the center, a tablet displays a candlestick chart, which is a type of financial chart used in trading. At the bottom, a bar chart is partially visible. The entire image is overlaid with a semi-transparent purple and blue gradient.

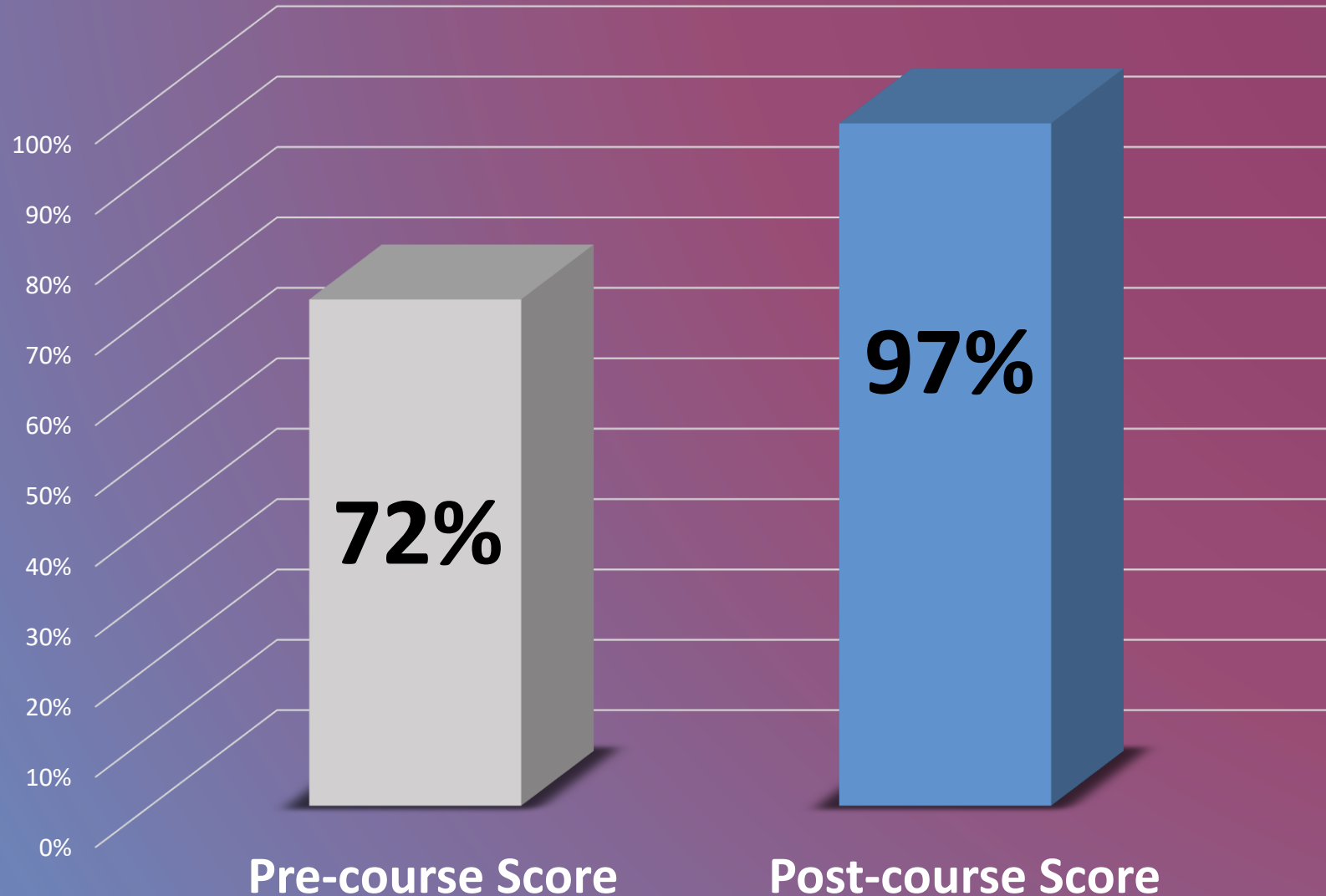
The Research Behind

Break Through Conflict +

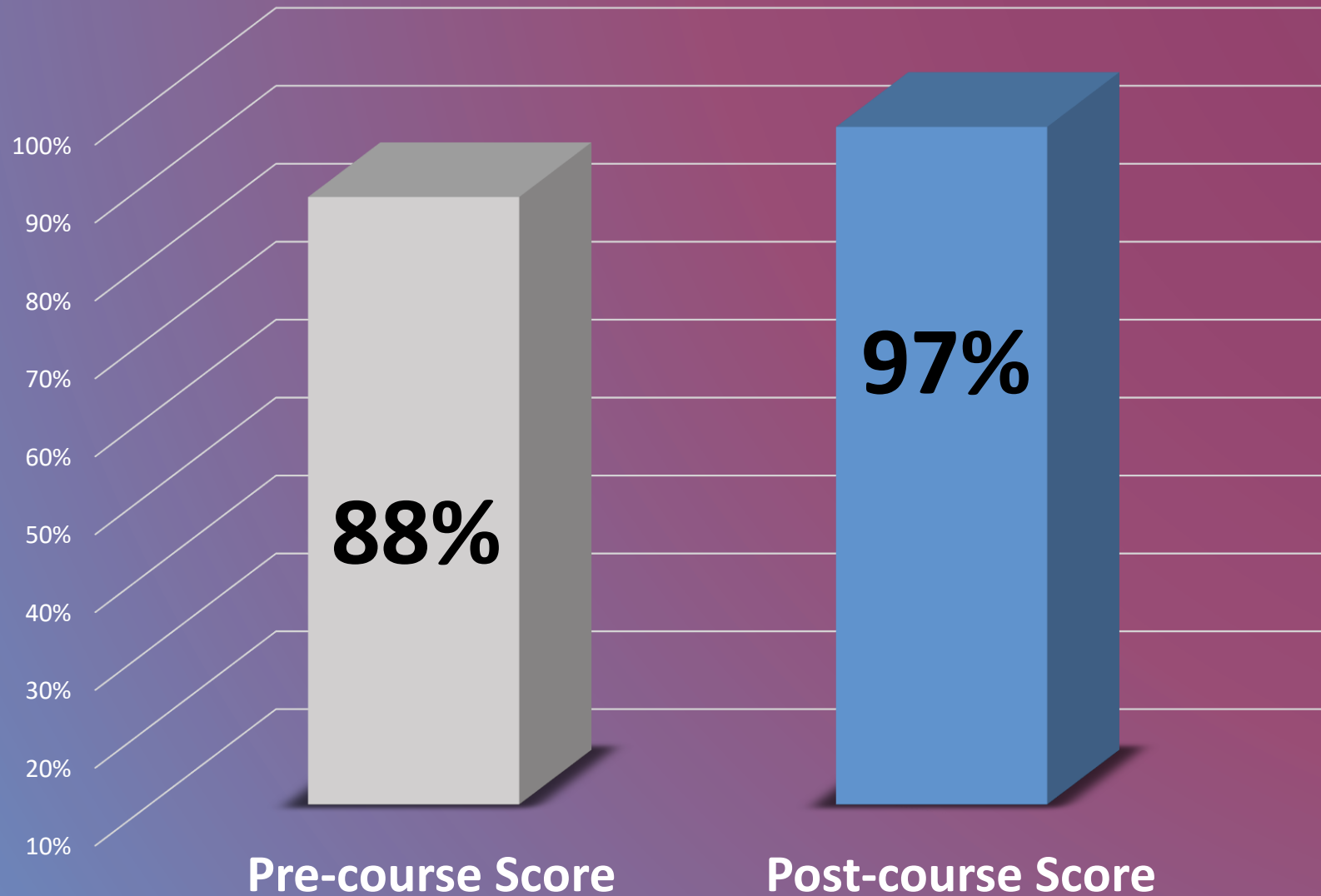
Give and receive feedback effectively



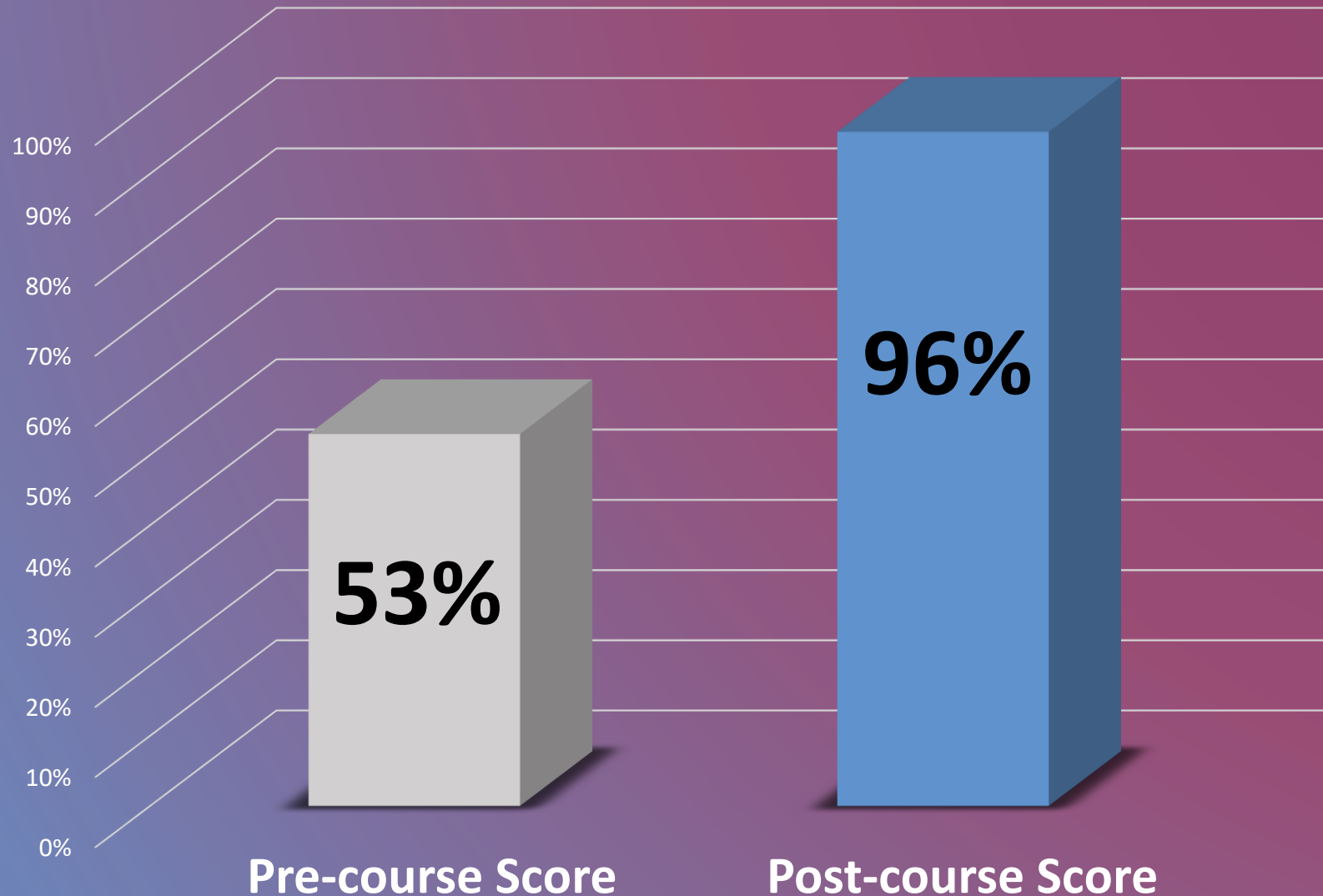
Raise Issues that solve problems and strengthen relationships



Recognize people for what you appreciate about them



Listen to criticism with curiosity more than defensiveness



Break Through Conflict +

Transform how your team communicates

Action
Practice



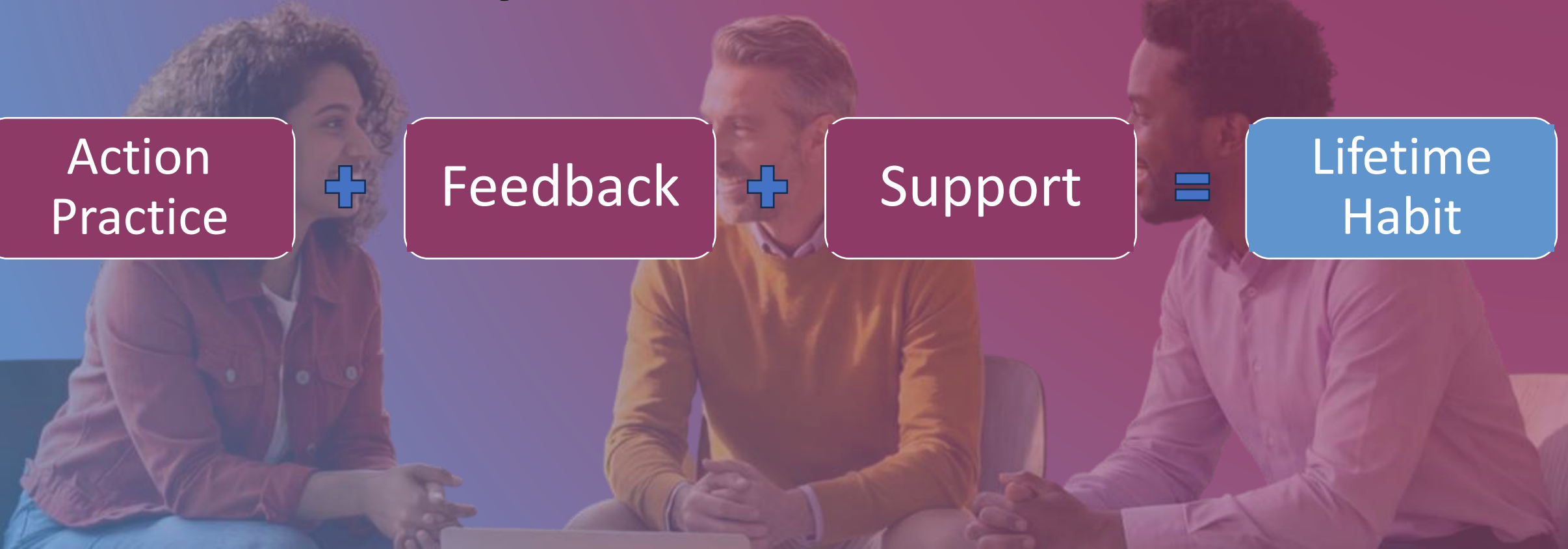
Feedback



Support



Lifetime
Habit



What's inside

Break Through Conflict +





Self-Paced Videos and Quizzes



Ladder of Achievement

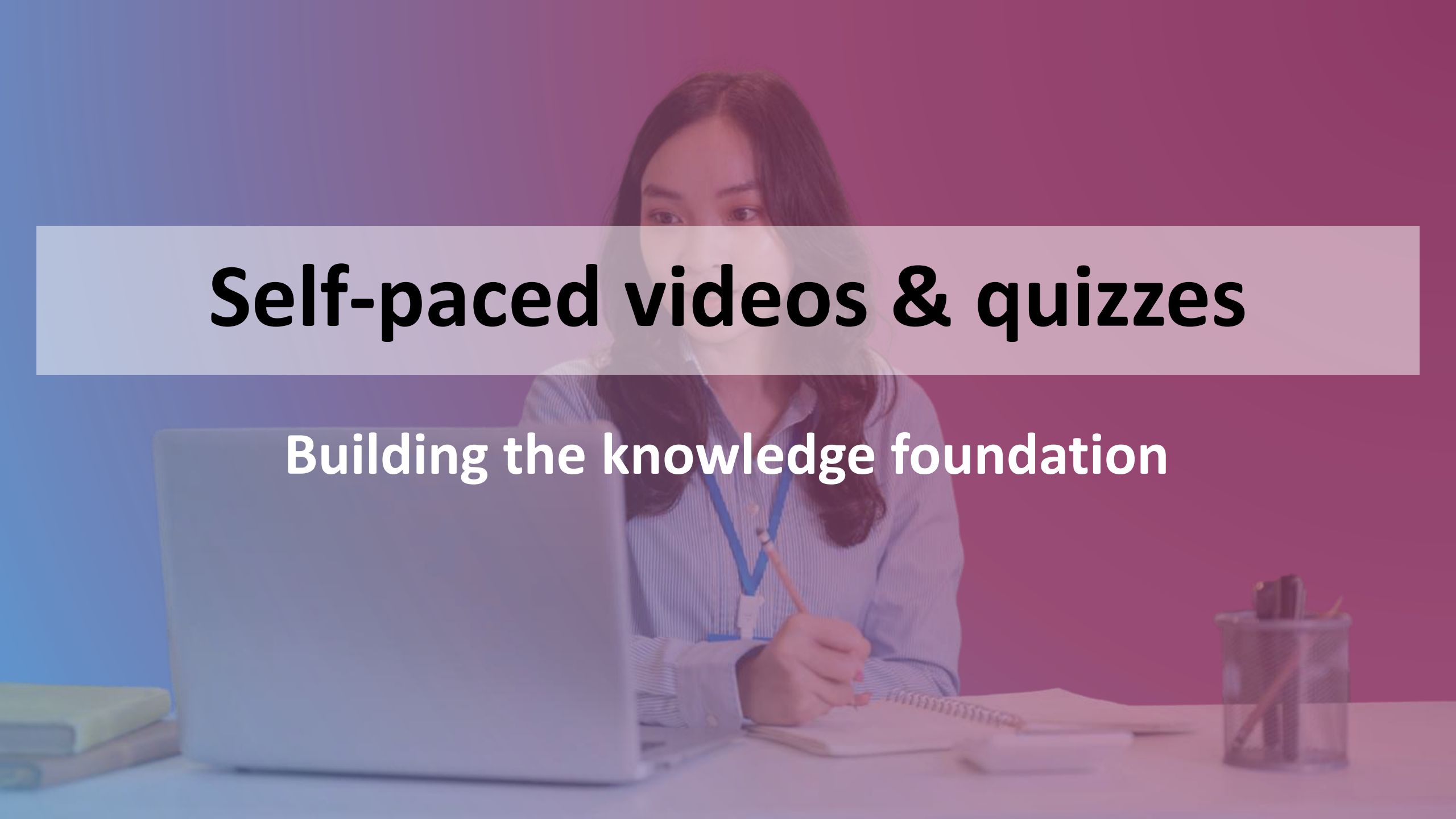


Resource Library



Self-paced videos & quizzes

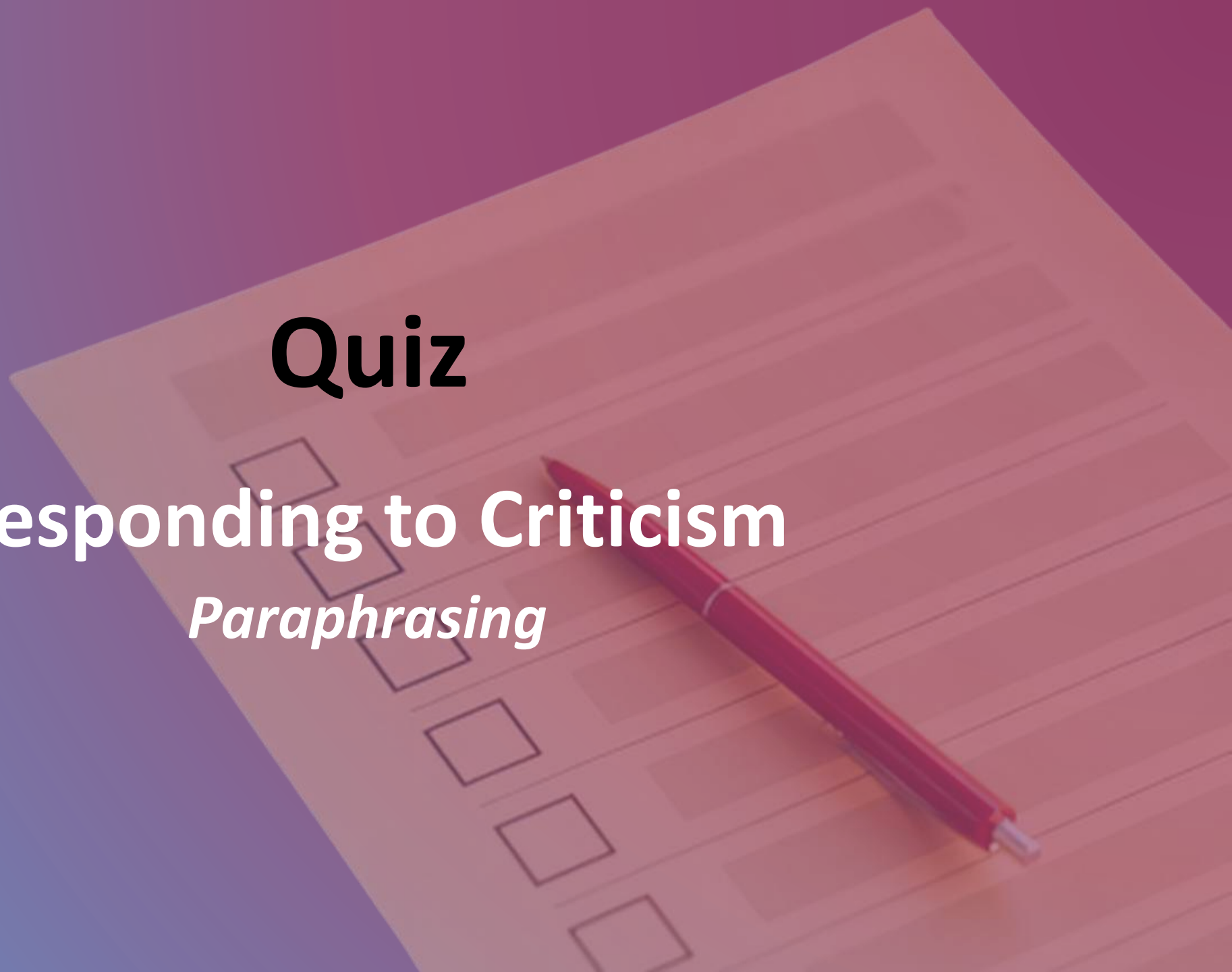
Building the knowledge foundation



Quiz

Responding to Criticism

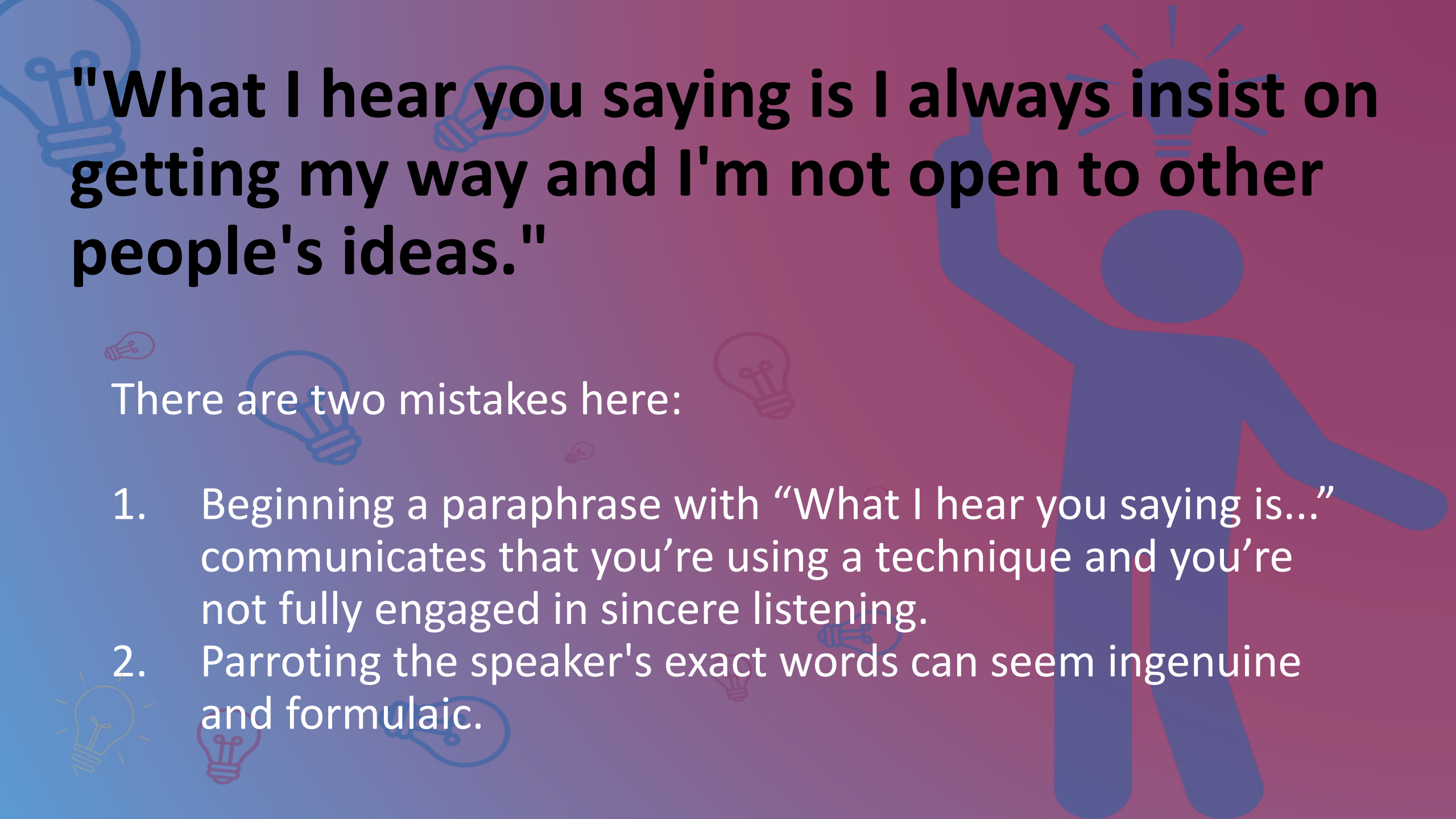
Paraphrasing



Paraphrase this criticism

“You always insist on getting your way and you’re not open to other people’s ideas.”

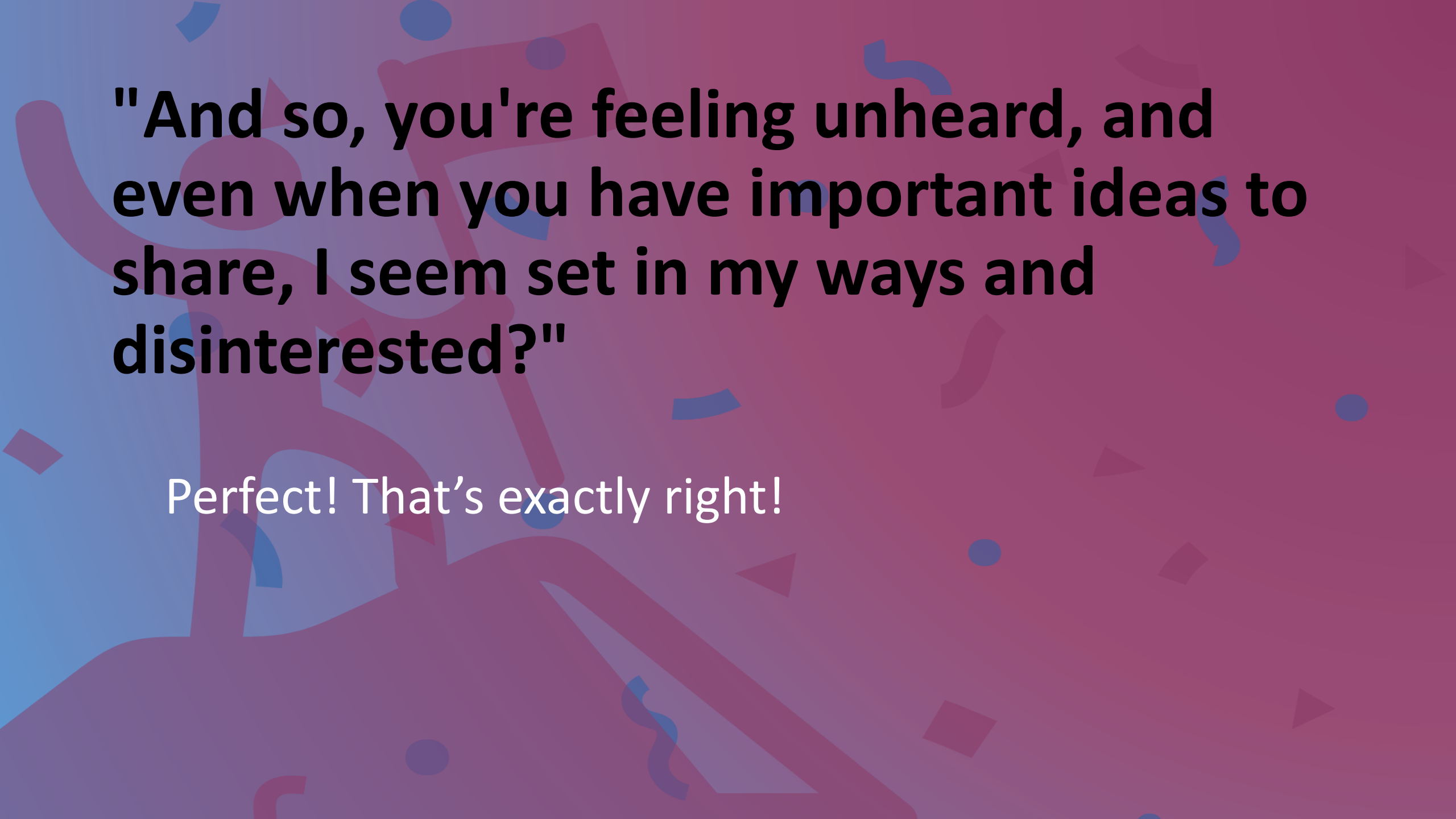




"What I hear you saying is I always insist on getting my way and I'm not open to other people's ideas."

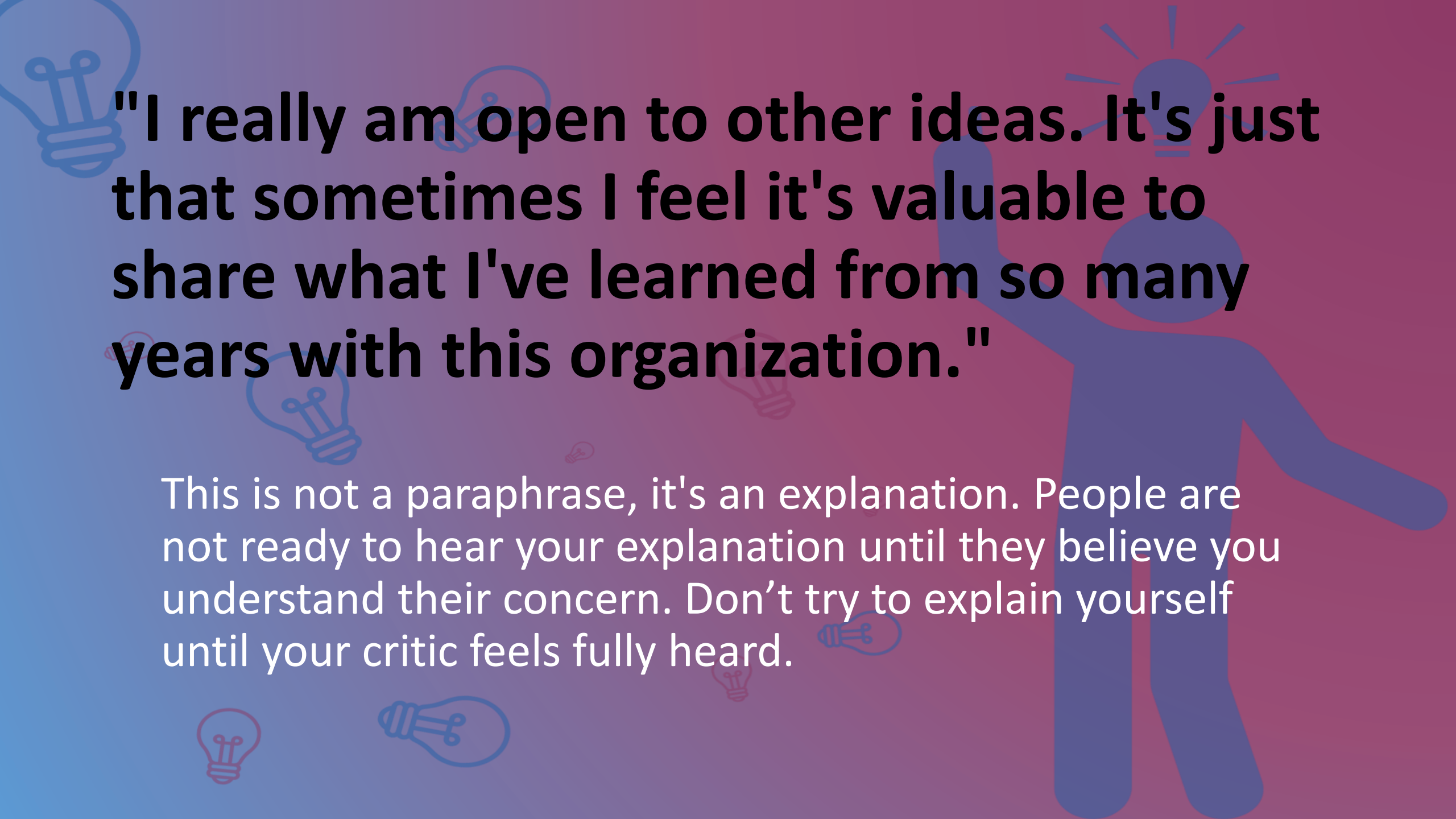
There are two mistakes here:

1. Beginning a paraphrase with "What I hear you saying is..." communicates that you're using a technique and you're not fully engaged in sincere listening.
2. Parroting the speaker's exact words can seem ingenuine and formulaic.



"And so, you're feeling unheard, and even when you have important ideas to share, I seem set in my ways and disinterested?"

Perfect! That's exactly right!



"I really am open to other ideas. It's just that sometimes I feel it's valuable to share what I've learned from so many years with this organization."

This is not a paraphrase, it's an explanation. People are not ready to hear your explanation until they believe you understand their concern. Don't try to explain yourself until your critic feels fully heard.

The background is a gradient of blue and purple. It features several lightbulb icons of varying sizes and colors (blue and purple). A large, stylized silhouette of a person with one arm raised is positioned on the right side of the image.

"It sounds like you're a little upset."

This is undershooting the speaker's serious level of concern and can be perceived as arrogant or condescending.



Self-Paced Videos and Quizzes



Ladder of Achievement



Resource Library

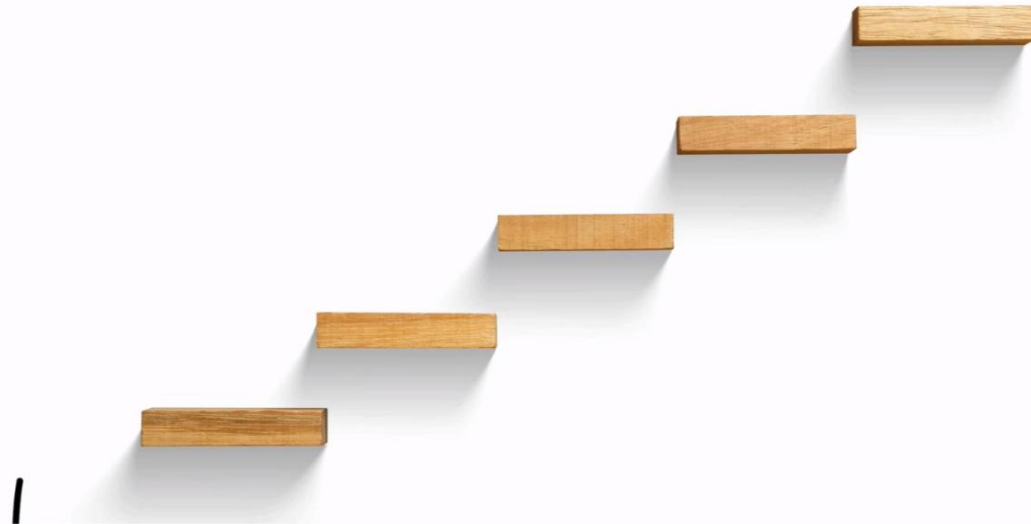


A photograph of a person's hands and arms climbing a silver metal ladder against a clear blue sky. The person is wearing a light-colored long-sleeved shirt and a watch on their left wrist. A semi-transparent purple rectangular box is overlaid on the center of the image, containing the main title and subtitle in white text.

The ladder of achievement

Knowing to Doing
8 Real-world Practice Challenges

From Learning To Doing
The Ladder of Achievement



Badges mark progress leading to certification

A hand is shown on the left side of the frame, placing a dark purple puzzle piece into a larger, light purple puzzle piece. The background is a gradient of purple and blue. The text is overlaid on the puzzle pieces.

Level 3 Challenge

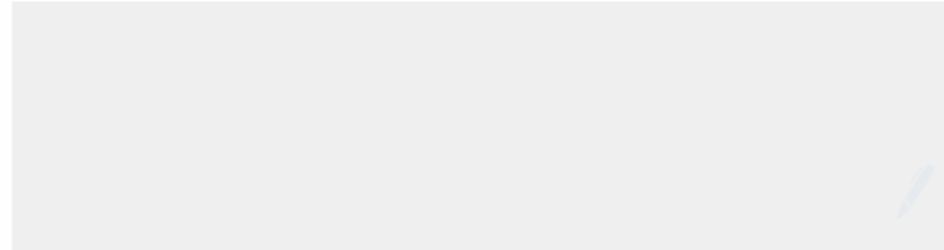
Spot the Conflict Breakdowns

Watch the drama. Find what went wrong.

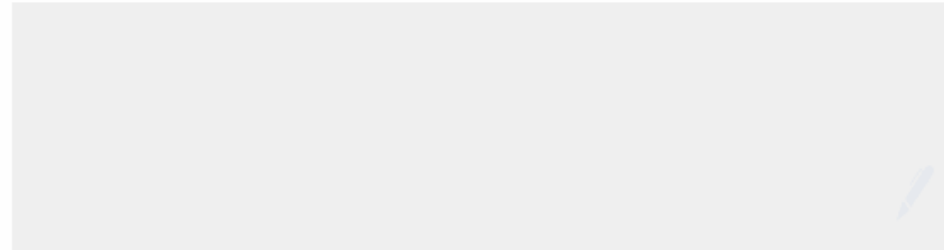
Level 3 Challenge: Spot the Conflict Breakdowns

Watch the conflict drama. Break it down. Build it better.

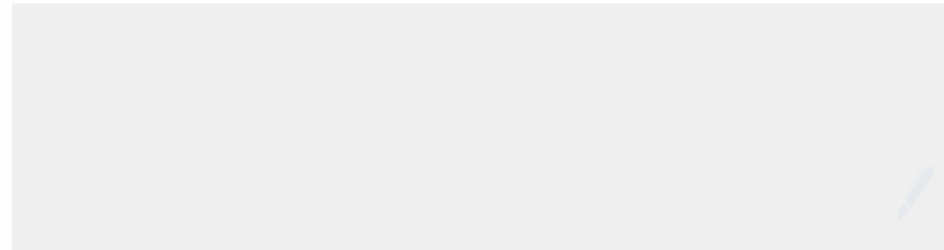
List specific mistakes and communication breakdowns below.



Explain briefly why each mistake was a problem.



3 suggestions for improving the outcome.







Level 2 Challenge: Deliver Thanks and Appreciation

**Practice delivering meaningful
appreciation to reinforce positive
behaviors.**



Level 4 Challenge: Power Listening

**Think about a conversation that
challenged your listening skills.
Then create a powerful listening
response.**



Level 5 Challenge: Conscious Conversation

Plan for a real-life challenging conversation, using the Conscious Conversation Worksheet.

 **Level 6 Challenge: Insight
Integration – Learn, Reflect, Apply**

**Deepen understanding of BTC
concepts by exploring content from
the Resource Library and applying
insights to current challenges.**



Level 7 Challenge: Leader Facilitated Practice

**Demonstrate leadership by
facilitating a team-based practice
session that applies Conscious
Conversation skills to real
workplace scenarios, fostering
shared learning and open
communication.**



Level 8 Challenge: Conscious Conversation Team Meeting Agenda

**Add a 4–7 minute Conscious
Conversation agenda item to
regular team meetings**



Self-Paced Videos and Quizzes



Ladder of Achievement



Resource Library





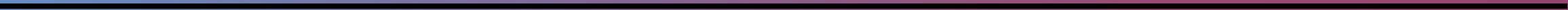
Resource library

A living learning experience. Always evolving, always relevant.





Core Skills

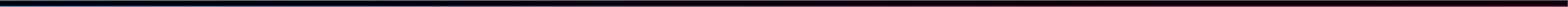




**Core
Skills**



**Audio
Learning**





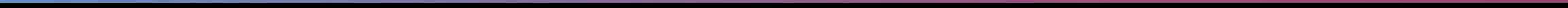
**Core
Skills**



**Audio
Learning**



**Communication
Capsules**





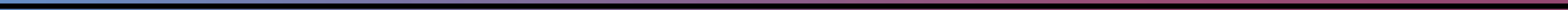
**Audio
Learning**



**Communication
Capsules**



**Monthly Zoom
with the
Glaser**





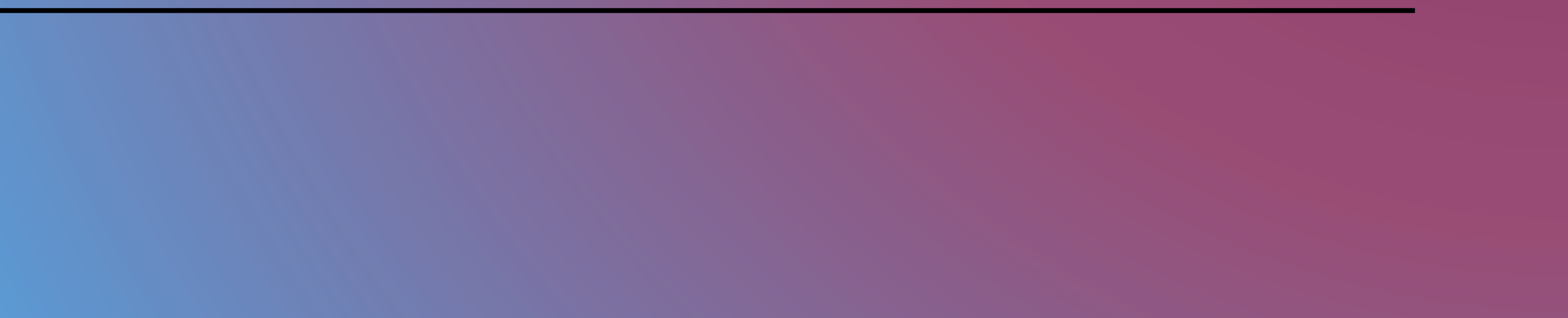
**Communication
Capsules**



**Monthly Zoom
with the
Glasers**



Micro Modules





**Monthly Zoom
with the
Glasers**



Micro Modules



A man and a woman are laughing together outdoors. The woman is wearing a red shirt and a red bandana, and the man is wearing a red shirt. They are both smiling and looking at each other.

The Science of Gratitude

Two women are hugging outdoors. They are both smiling and looking at each other. The woman on the left is wearing a blue shirt and the woman on the right is wearing a red shirt.

The Art of Apology

A woman and a man are working together at a desk. The woman is wearing a blue shirt and the man is wearing a blue shirt and headphones. They are both looking at a computer screen.

Emotional Literacy

A group of people in business attire are meeting around a table. They are all smiling and looking at each other. The woman on the left is wearing a blue shirt and the man on the right is wearing a blue shirt.

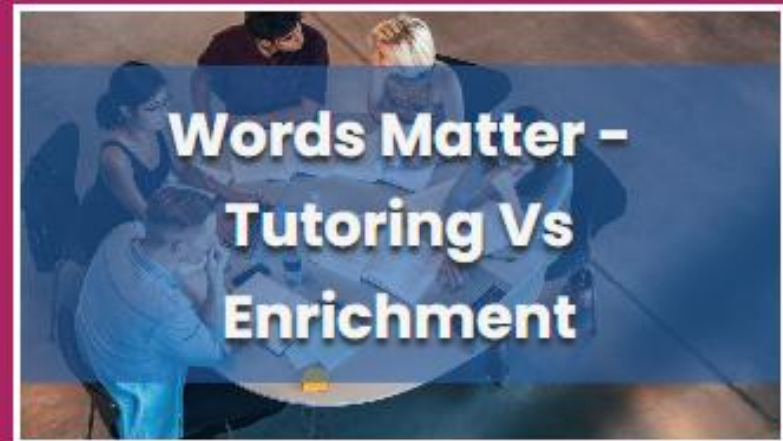
Words that Work

A close-up of a person's face with their hand near their mouth. The person is looking down and their hand is covering their mouth.

Don't weaponize Silence

A person's hand is raised in the air. The hand is open and the fingers are spread. The person is wearing a blue shirt.

Q&A with the Glasers



**Words Matter –
Tutoring Vs
Enrichment**



Words Matter – Try



**Words Matter –
Unfortunately**





A person is sitting on the floor, wearing blue jeans with a tear at the knee. They are surrounded by various items: a laptop, several papers, a notebook with a floral pattern, and a smartphone. The scene is overlaid with a semi-transparent purple and blue gradient. The text "How do we know our members are moving forward?" is written in white, bold, sans-serif font across the center of the image.

**How do we know our members are
moving forward?**

**Live Zoom Glaser
Orientation**

Office Hours

**Leader Access to
Usage Data**

**Assignments
Confidential**

**Responses
Audio or Written**

**Coordinated Email
Campaign to
Members**

Scan this QR code to receive our Weekly
Communication Capsule

