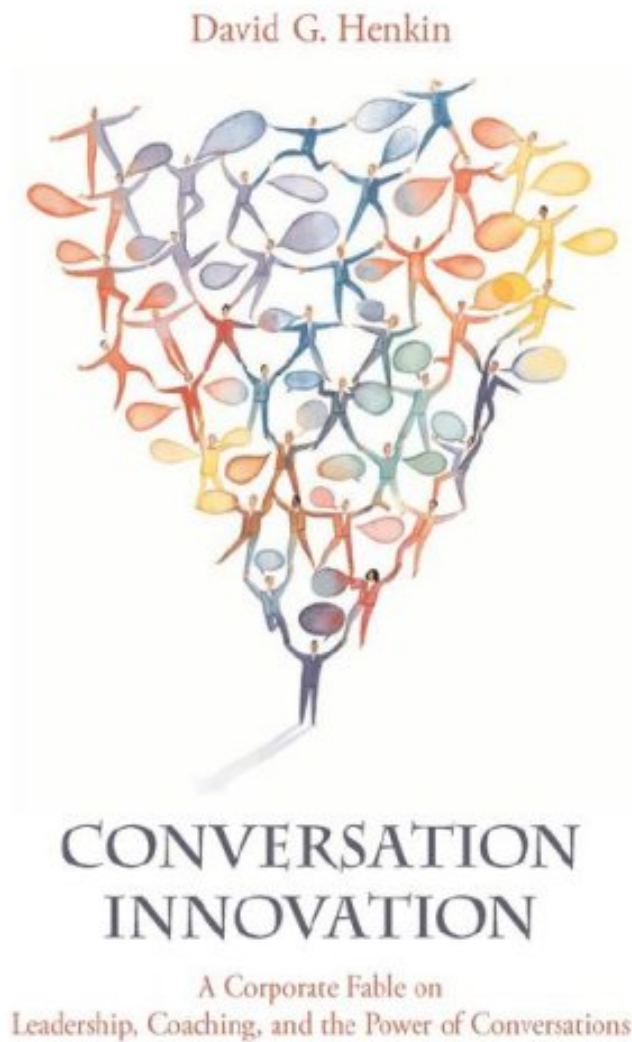


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Conversation Innovation

David G. Henkin

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Organizations are networks of conversations. In this groundbreaking book for executives, managers, coaches and educators, follow a new manager in a large organization, as she transforms her conversational capabilities with the

help of an executive coach into an effective, visionary leader. Conversational capability is one of, if not the most important capabilities an individual or organization can possess. It is also the most challenging to measure and improve. From spouses and children in morning routines to bosses, employees and coworkers at the workplace to clients, customers, suppliers, and so on, conversations either rule our days completely or simply serve as clear boundaries to their success or failure. Conversational competency is at the heart of leadership, coaching, mentoring and creating sustainable value. Conversation Innovation is a compelling and engaging text at the forefront of this critically important subject matter. It is suited for corporate, academic and executive coaching audiences.