



## DEVELOPMENT DAY CHICAGO

Friday, September 14, 2018  
Renaissance Chicago Downtown



### **BRAVE VOICES: CREATING A CULTURE OF COURAGEOUS CONVERSATIONS**

One of the biggest predictors of decreased morale and trust in organizations is the perception of the proverbial “elephant in the room,” when people do not feel free to discuss some of the most significant issues they face. Employee engagement and productivity decrease in the presence of “organizational silence,” the phenomenon in which individuals have legitimate incentive to stay quiet rather than speak up (“*I’m not going to say anything...*”). This session identifies ways leaders can build a culture of courageous communication, and “encourage courage” in others, thereby also increasing motivation and performance. The session leverages full group discussion, small breakout groups, and individual reflection and planning. Leaders must be role models for the kind of behavior they wish to inspire in others. A culture of courageous communication is an essential ingredient of high performance organizations that value innovation and intrapreneurship, diversity and inclusion, and ethical values-based decision making. The session highlights the difference between conflict resolution vs conflict transformation.

By the end of this session, participants will:

- Gain confidence from specific tactics, and courage from clarity of purpose, to speak bravely and say what needs to be said
- Learn how leaders “encourage courage” in others, to bring them the information and ideas they need to lead effectively
- Learn how to maximize the performance of teams in organizations
- Practice and gain skill in how to prepare for an upcoming real courageous conversation, and to learn to coach others to speak bravely

#### **PRESENTERS:**

**Michelle Buck**, Clinical Professor of Leadership, Kellogg School of Management,  
Northwestern University,



**Michelle Buck** is Clinical Professor of Leadership at the Kellogg School of Management at Northwestern University. She previously served as the School’s first Director of Leadership Initiatives from 2006 to 2013, designing and coordinating opportunities for personal leadership development to complement the School’s academic curriculum. She has also served as academic director of numerous Kellogg executive programs, including partnership programs with Fundacao dom Cabral in Brazil, programs for Latin American executives with Seminarium, as well as customized, company-specific programs.

In executive teaching, academic direction, and consulting, Professor Buck has worked with private, public, family business and nonprofit organizations including Banco de Mexico, Boise Cascade, Canadian Council for International Cooperation, CDW, Chicago Public Schools, Ernst & Young, the FBI, HP, Mitsui & Co., Petro Canada, The Coca Cola Company, Whirlpool Corporation, YPO Latin America and Zurich Insurance. She has presented her work in North and Latin America, Europe, and Japan.

Professor Buck previously taught at Washington University in St. Louis, and at McGill University in Montreal and Tokyo. She won "Professor of the Year" awards in the MBA programs at both schools. While at McGill University, she served as Module Director in the McGill-McConnell Program for National Voluntary Sector Leaders, an executive-level leadership development program for senior leaders of the non-profit sector in Canada, designed to facilitate leaders in creating a "more compassionate, sustainable society."

Professor Buck has a PhD and MA in Social Psychology from Princeton University, and a bachelor's degree in Psychology from the University of Michigan.

In addition to her professional activities, Michelle enjoys dance, music, photography, and travel, with strong interests in Latin America and Africa.