



## THE ART OF DIALOGUE™

In these VUCA times (volatile, uncertain, complex, and ambiguous), it is no surprise that many organisations fail to leverage the potential of collaboration within, and across, work and project teams.

Managers, directors, supervisors, and others are increasingly required to manage multifaceted, diverse, and complex projects, often without the prerequisite training to do so. The results can be catastrophic - requiring huge investment to rectify, with disgruntled customers, union reps, investors and other stakeholders adding to the pressure. Can your organisation afford to take these risks when the consequences can be so significant?

The Art of Dialogue™ is a unique programme from the communication and change experts at TCM. It is designed to promote a mindset and a culture of open dialogue and an appreciation of the enormous potential that emerges from collaborative working.



## BENEFITS OF ATTENDING

On attending the course delegates will:

- ✔ Understand drivers for engagement, and what makes themselves and others feel motivated to collaborate to achieve a shift from individualist goals to a mindset of abundance and collaboration.
- ✔ Develop skills to promote sharing information and openness with colleagues for long term benefits of collaboration - active listening skills - body language, questioning, summarising reframing etc.
- ✔ Develop the visionary leadership style and language to promote a collaborative mindset within their teams.
- ✔ Develop influencing skills to create understanding and positive orientation to new ideas.
- ✔ Understand and handle emotional, psychological and behavioural responses to uncertainty, conflict and change.
- ✔ Develop self-awareness and the ability to avoid reacting defensively to challenge.
- ✔ Develop communication skills to engage in valuable conflict and debate to promote best thinking, while respecting others' perspectives and concerns.
- ✔ Be more capable and confident in using key skills and techniques to prevent and resolve conflicts before they escalate.



# THE ART OF DIALOGUE™



## AFTERCARE and continuing professional development

- ✓ A course evaluation report to help you to measure the impact of the training one month after the course concludes.
- ✓ A customer review meeting with the Head of Programmes - onsite or via a video call.
- ✓ Regular reviews as part of TCM's customer journey. This journey tracks against the Kirkpatrick four level evaluation system.
- ✓ Discounts on future CPD events (masterclasses) delivered onsite, by webinar or at TCM HQ.
- ✓ All delegates receive 12 months follow up support to help them to embed the learning.



## DELIVERY

### The Art of Dialogue™ - Online

A 1 day programme delivered online, facilitator led.

### The Art of Dialogue™ - Classroom-based

1 day at the TCM Academy or delivered in-house.



## BLENDED LEARNING

This TCM Blended Learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources.

In-house programmes can be customised to include:

- ✓ Coaching
- ✓ 360 degree feedback
- ✓ Team development
- ✓ Personality profiling

The course can be complemented with one or more of our management training programmes to support leadership & management competency development, for example, Emotional Intelligence, Change Management, Team Work, Coaching Skills, Values-Based Leadership, Conflict Management and many more.

# TCM GROUP

Train · Consult · Mediate

© 2021 Copyright of The TCM Group. All rights reserved. No part of this fact sheet can be copied or reproduced without permission.

TCM® is a registered trade mark of The TCM Group.

Please contact us for more information:



Call: 0800 294 97 87  
+44 (0)20 7404 7011



Email:  
info@thetcmgroup.com



Suite 206/207  
Business Design Centre,  
52 Upper St, London, N1 0QH



Website:  
thetcmgroup.com