

MANAGEMENT DEVELOPMENT WORKSHOPS

Dialogue Skills

Once you have become proficient in the basics of communication, the complexity and pressures of modern organizational life require you to apply them in a sensitive and sophisticated manner. Increasingly, optimal solutions to problems are born out of shared perspectives. Those who have the "one right answer" dangerously limit our options.

This workshop presents cutting edge concepts and approaches from the newly emerging field of communications called dialogue. Discover how different perspectives around a problem can be expressed, honored and examined without the parties feeling they have given in on their original positions.

Mobius Model

This workshop utilizes the Mobius Model, a powerful "road map" for keeping problem-solving conversations open to possibility and maintaining the well-being of individuals who bring different perspectives to the table.

Mobius Model™ is a trademark of Mobius, Inc. Minneapolis, MN

POINTS REGARDING THIS PROGRAM...

- Target audience is managers or key individual contributors whose success depends on leading others in finding solutions for complex issues where strong differing points of view are typically involved.
- Prerequisite: Attendees for this program must have completed Fulcrum Associates' program *Core Communications Skills*.
- This program works particularly well as a follow-on workshop after completion of our flagship program, *The Skillful Leader*, which we deliver under our leadership development arm, Leadership: The Enduring Edge.

WHAT PARTICIPANTS WILL LEARN...

- Achieving the appropriate balance between advocacy and inquiry in your discussions
- How to manage a productive discussion between two polar opposite positions
- How to facilitate a dialogue between two conflicting parties
- Using the dialogue approach to coach someone from a focus on "what's wrong" to "what's possible"



"At the time of your intervention, my employees were barely on speaking terms. In a professional manner you truly facilitated in making difficult conversations happen."

Nancy Albro Dudley, Head, Client Services, CFA Institute

SAMPLE OF CLIENTS SERVED:

- AGF Funds Inc.
- Bank of Nova Scotia
- BEP International (reinsurance brokers)
- Canadian Imperial Bank of Commerce
- Capital One Financial Corporation
- Citigroup
- Credit Suisse Canada
- Credit Union Central of Ontario
- Deloitte & Touche
- Fannie Mae
- First City Trust
- MBNA America Bank
- North American Life Assurance Company
- Platt's (Standard & Poor's)
- The Prudential Insurance Company of America
- The Royal Bank of Canada
- The Universal Group of Funds
- Visa Canada Association
- William M. Mercer Limited

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS LEVERAGE THE TALENTS OF THEIR MANAGERS AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



IAN IS AN EXPERIENCED PRESENTER, GROUP FACILITATOR AND EXECUTIVE COACH.

Through his keynote presentations, highly interactive workshops, and custom-designed team-building practice, he helps his clients leverage their investment in their managers and teams.

He works primarily with managers, mid-level to executive. His programs introduce cutting-edge skills and concepts around transforming managers and supervisors into leaders and fostering superior team performance

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.



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