

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 OVER 250 CLIENTS SERVED:

American Institute of Certified Public Accounts
Art Gallery of Ontario
Bell Canada)
Burger King
California Institute of Mental Health
Carfax
Caribbean Tourism Organization
City of Toronto
Continental Airlines
The Federal Judicial Center
Hewlett-Packard
Honeywell
Hunton & Williams (law firm)
Lockheed-Martin
National Association of Convenience Stores
North York Branson Hospital
Royal Bank of Canada
Sunkist Growers
Zurich Insurance

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS GET GREATER RESULTS BY LEVERAGING THE TALENTS OF THEIR SENIOR LEADERS, 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 COOK IS A SEASONED PRESENTER, GROUP FACILITATOR AND LEADERSHIP COACH.

His leadership training and coaching addresses the so-called *outer game* of leaders' behaviors, decisions, and competencies as well as their *inner game* of assumptions, beliefs, and ingrained thought patterns that ultimately determine their success.

He is the author of:
Would They Call You Their Best Boss Ever? Practical Tips and Insights for the Successful Manager

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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