



TRANSFORMING LEADERSHIP

Your definitive guide to shaping leaders,
supporting employees and shifting processes.

engageleadership.com

TCM GROUP | Putting
People First™

“When a leader or manager attends one of our Engage Leadership programmes, they undergo a deep transformation. They become more self-aware, more empathetic and more engaging. They gain insights into the responsibility that is placed upon them and they begin to understand the impact of their behaviours on the climate of their teams and the culture of their organisations. They leave our courses with vigour and courage coupled with a renewed sense of confidence and a passion to succeed.”

DAVID LIDDLE, CEO OF THE TCM GROUP

FROM THE MIND OF A CEO

David Liddle is the founder, CEO and chief consultant at The TCM Group. He is also the founding president of the People and Culture Association (PCA).

As one of the most renowned thought leaders, David is a dynamic personality and highly-sought-after resources for Fortune 500 businesses, SMEs, non-profit and community organisations from all sectors of society looking to shape their leaders, support their employees and shift their processes.

David is author of two bestselling texts. His first book, published in 2017, is entitled: ‘MANAGING CONFLICT: a practical guide to resolution in the workplace’ (Kogan Page/ CIPD). His second book, ‘TRANSFORMATIONAL CULTURE: develop a person centred organization for improved performance’ was shortlisted as 2022 Business Book of the Year. David is currently working on a new text for the Economist entitled ‘How to Disagree Well’ and the 2nd Edition of ‘Managing Conflict’ is due to be published in Autumn 2023.





BE THAT LEADER

Engage Leadership supports leaders to excel through bespoke development programmes which align with the purpose, values and strategic objectives of any organisation. Nothing is off the shelf, everything is ILM approved, and we've spent 20 years refining our industry-leading approach to leadership development. Just call us your trusted partner.

Since our inception, we've helped hundreds of managers and leaders to create and sustain high-performing, people-centred organisations. Your values will shine through everything you do, your people will be uplifted, and your goals will be achieved.

Each programme benefits from the very latest teaching and learning methods including psychometrics, tutor led workshops, action learning sets, 360-degree reviews, work-based projects, individual & group coaching, and peer mentoring. Each Engage Leadership™ programme enables leaders and managers to develop the confidence and competence they need to engage their teams from operational supervisory level to senior leadership.

Our learning model is based on our 7 leadership dimensions which, when combined, are designed to enhance leaders' capability to remain people, performance and engagement-focused. We help managers and leaders to develop these 7 dimensions through skilfully tailored management and leadership programmes.



7 DIMENSIONS OF LEADERSHIP

As a leader, your values determine how you execute leadership, the team environment you create, and the success of your company. The values you display as a leader will permeate your entire organisation and affect its performance. Leaders who adhere to their values earn respect and commitment from their teams.



HOW IT WORKS IN ACTION

A closer look: AB Vista

A three-month tailored Values Based Leadership programme was implemented to align team effectiveness and behaviour with inclusive principles of collaboration, integrity, and passion. Five modules were delivered across team and leader levels, conceptualising:



Evaluations were made following each stage of the three-month transformational process. The success of this programme was twofold: impacting the organisation and its people and impacting leadership.

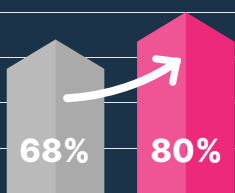
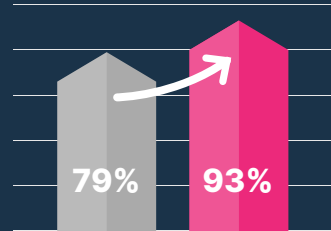
Team members reported:

- ✔ A greater understanding of diversity and inclusion and their own roles and responsibility in creating a culture where everyone could work to their own strengths.
- ✔ They had developed the capability to have confident conversations around performance issues and team conflict, to nip problems in the bud and to manage more entrenched issues.
- ✔ They had developed an understanding of their own personality type and how they reacted and interpreted situations differently to others, resulting in them being able to work more comfortably with each other.
- ✔ Together, the team created a brand that emphasised the values they stood for as a team. They committed to living the values through the way they behaved and understood they would appreciate each other for doing this.



"I feel like I belong in this company."

Increased from 79% to 93%.

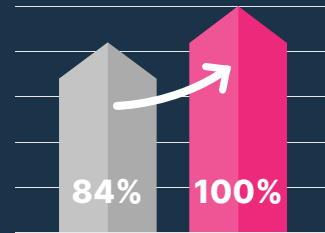


"Members of this team are able to bring up problems and tough issues."

Increased from 68% to 80%.

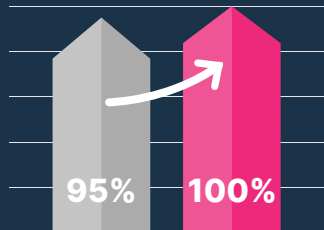
"I can talk through work problems with the team and be confident that we can find a solution together."

Increased from 84% to 100%.



"I am proud to be an employee at my company."

Increased from 95% to 100%.



Team members reported:

- ✓ They developed clarity on their own leadership style and how they could flex different styles to engage team members.
- ✓ They could use a more transformational style of leadership to improve team engagement and sustain a positive, high performance culture.
- ✓ Enhanced appreciation for the coaching style of leadership, and how they could use this to develop accountability in their team members for problem solving and decision making.
- ✓ The importance of being owners of team climate and culture and for being visible champions of change.
- ✓ Diagnostics were also used to exemplify the real positive change on employee mindset and wellbeing. Employees were given statements at the beginning and end of the programme to track any behaviour changes of the business world, drive their companies forward, and create a positive work environment.



A TASTE OF TRAINING

Values-Based Leadership



Values-Based Leadership™ is a new blended learning program by TCM for leaders that develops leadership awareness, knowledge and competency in creating engagement for sustained high performance.

Creating a high performing, people-centred and values-based culture in the organisations with which we work is at the heart of all the work we do in TCM. In this blended learning programme leaders will explore their own assumptions and perspectives with their peers and our world-class facilitators. They will develop clarity on how they align their leadership and team behaviour with the values and purpose of their organisations for high engagement and performance.

For those leaders who are subject matter experts rather than leaders of teams, this programme supports their approach to working collaboratively to achieve joint objectives across organisational boundaries. Creating engagement to a shared task where commitment levels differ among stakeholders is a familiar challenge to most leaders and this is an important aspect of the programme.

The benefits

By attending this unique 2-day programme, your leaders will become able to:

- ✔ Create engagement among their teams and stakeholders to the purpose of the organisation and awareness of how this can be fulfilled in line with organisation values.
- ✔ Understand how to identify and leverage the drivers for engagement at an individual level within team members.
- ✔ Understand how the key aspects of organisation climate can be improved through their own leadership styles, in order to create high performing people-centred cultures.
- ✔ Have clarity on their own leadership journey and priorities for action with the support of peers and leadership experts through the TCM blended learning program.

Conflict Management for Leaders



TCM
Train • Consult • Mediate

CONFLICT MANAGEMENT FOR LEADERS™

WINNER
HR Consultancy of the Year

In a volatile and uncertain world, conflict of any kind is very much inevitable. Disagreements between employees happen all the time, and unfortunately, these are unavoidable. However, their impact can be minimised, based on the culture of the organisation. It is our leaders who must set the tone, by knowing how to handle such disputes effectively.

This unique course has been specifically designed to support leaders in understanding the culture they create and the teams they develop, under the lens of conflict management. Delegates will develop an understanding of their own behaviour as leaders and the course for how their managers and teams behave themselves.

TCM's expert trainers offer a unique insight into what conflict is, how it happens, why it happens, and how it can be passed down through organisations. Delegates will develop practical toolkits that they can pass onto their teams to use to ensure for the constructive resolution of conflicts in the workplace.

BENEFITS

On attending the course delegates will:

- Understand the nature of conflict including the cultural, systemic, situational, emotional, relational and psychological factors that can cause or perpetuate conflict at work.
- Learn the main causes of conflict, and the routes they can take within an organisation.
- Examine how to create a culture that invites an open and collaborative approach to management and abandons the control of people and their ideas.
- Review their organisational practices and policies, and the impact they may be having on issues of conflict and their resolution.
- Understand how leaders' approaches to feedback can lead to conflict.
- Show how to create opportunities for sharing and open dialogue.
- Develop practical toolkits that can be applied when faced with conflict within their teams.

This one-day course has been specifically designed to support leaders in understanding the culture they create and the teams they develop, under the lens of conflict management.

Delegates will develop an understanding of how their behaviour as leaders set the course for how other managers and teams behave themselves.

TCM's expert trainers offer a unique insight into what conflict is, how it happens, why it happens, and how it can be passed down through organisations. Delegates will develop practical toolkits that they can pass onto their teams to use to ensure for the constructive resolution of conflicts in the workplace.

The benefits

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- ✓ Examine how to create a culture that invites an open and collaborative approach to management and abandons the control of people and their ideas.
- ✓ Review their organisational practices and policies, and the impact they may be having on issues of conflict and their resolution.
- ✓ Know how to create opportunities for sharing and open dialogue.
- ✓ Develop practical toolkits that can be applied when faced with conflict within their teams.

Quality Conversations



QUALITY CONVERSATIONS™

WINNER
HR Consultancy of the Year

This is a highly interactive programme designed by the communication experts at TCM. The course helps learners to develop essential skills for everyday management.

Delegates learn how to navigate the complex maze of having difficult conversations, managing performance, and giving bad news. Offering a proactive and hands on approach to teaching, the TCM trainers equip delegates with the confidence to have those crucial quality conversations, to prevent disputes before they escalate out of control and, to be assertive in addressing performance issues to achieve engagement and sustainable outcomes.

The ability to manage difficult conversations is one of the cornerstones of effective management and leadership. On this course delegates learn how to hold quality conversations, that enable them to give constructive feedback and deal with their team concerning performance or behaviour issues such as:

- In particular, identifying a range of communication strategies and how to prevent and resolve conflicts successfully.
- Understand barriers to communication, how to overcome them and how to handle challenging situations. Through active participation and experiential learning, delegates learn confidence to secure sustainable outcomes.

OBJECTIVES

Participants benefit from attending this course in the following ways, they will:

- Understand how to prepare for, hold and reflect upon a difficult conversation including managing strong emotions and difficult behaviour.
- Have an enhanced ability to recognise and overcome the blocks, barriers and fears around having difficult conversations.
- Understand preferred personal approaches and their impact.
- Develop effective and assertive responses to challenging behaviour and strong emotions.
- Give and receive feedback using TCM's non-defensive formula.
- Have a greater range of active listening and reframing skills to move a situation forward.
- Have capability to create and manage boundaries and set clear goals.

This is a highly interactive one-day programme designed by the communication experts at TCM. The course helps learners to develop essential skills for everyday management.

On this programme, delegates learn how to navigate the complex maze of having difficult conversations, managing performance, and giving bad news. Offering a proactive and hands on approach to teaching, the TCM trainers equip delegates with the confidence to have those crucial conversations, to prevent disputes before they escalate out of control and, to be assertive in addressing performance issues to achieve engagement and sustainable outcomes.

The benefits

After attending the programme, delegates will become able to:

- ✓ Hold constructive, high-quality conversations with employees and teams.
- ✓ Promote wellbeing by developing a positive, cooperative and supportive team environment.
- ✓ Spot problems early and nip issues in the bud before they escalate.
- ✓ Handle strong emotions with confidence, care and compassion.
- ✓ Identify and respond to disputes and grievances.
- ✓ Facilitate the management of change.
- ✓ Promote and support the informal resolution of employee and customer complaints.

Confident Conversations for Healthcare



CONFIDENT CONVERSATIONS™ (FOR HEALTHCARE)

Working within healthcare poses challenges unlike any other sector.

Difficult situations will inevitably arise, perhaps even on a daily basis, and when they do it is essential that leaders respond with the quality, confident approach to their conversations. It is crucial that conversations between professionals about clinical practice, behaviour and conflict can be handled proactively with a positive spirit to secure a swift resolution.

This is a highly intensive programme designed by the communications experts at TCM. The course helps learners to develop essential skills for everyday management within the healthcare setting.

Delegates will learn how to address important issues in a confident manner with skill, confidence and empathy. Offering practical and hands-on approach to teaching, the TCM trainers equip delegates with competency to have those crucial conversations and prevent disputes from escalating out of control and impacting upon patients.

The ability to manage difficult conversations is one of the cornerstones of effective healthcare management. On this course delegates learn how to hold conversations that enable them to nip issues in the bud and prevent them from escalating into performance or behaviour issues such as punctuality, absence or styles of communication. Delegates also learn how to prevent conflicts escalating, understand barriers to communication, how to overcome them and how to handle challenging behaviours. Through active participation and experiential learning, delegates develop confidence to secure sustainable outcomes.

OBJECTIVES

Participants benefit from attending this course in the following ways they will:

- Understand how to prepare for, hold and reflect upon a difficult conversation including managing strong emotions and difficult behaviour.
- Have an enhanced ability to recognise and overcome the blocks, barriers and how to overcome having difficult conversations.
- Understand preferred personal approaches and their impact.
- Develop effective and assertive responses to challenging behaviours and strong emotions.
- Give and receive feedback using TCM's non-defensive formula.
- Have a greater range of active listening and reframing skills to move a situation forward.
- Have capability to create and manage boundaries and set clear goals.

This one-day course helps learners to develop essential skills for everyday management within the healthcare setting.

Delegates will learn how to address important issues in a confident manner with skill, confidence and empathy. Offering a proactive and hands-on approach to teaching, the TCM trainers equip delegates with the competency to have those crucial conversations and prevent disputes from escalating out of control and impacting patient care.

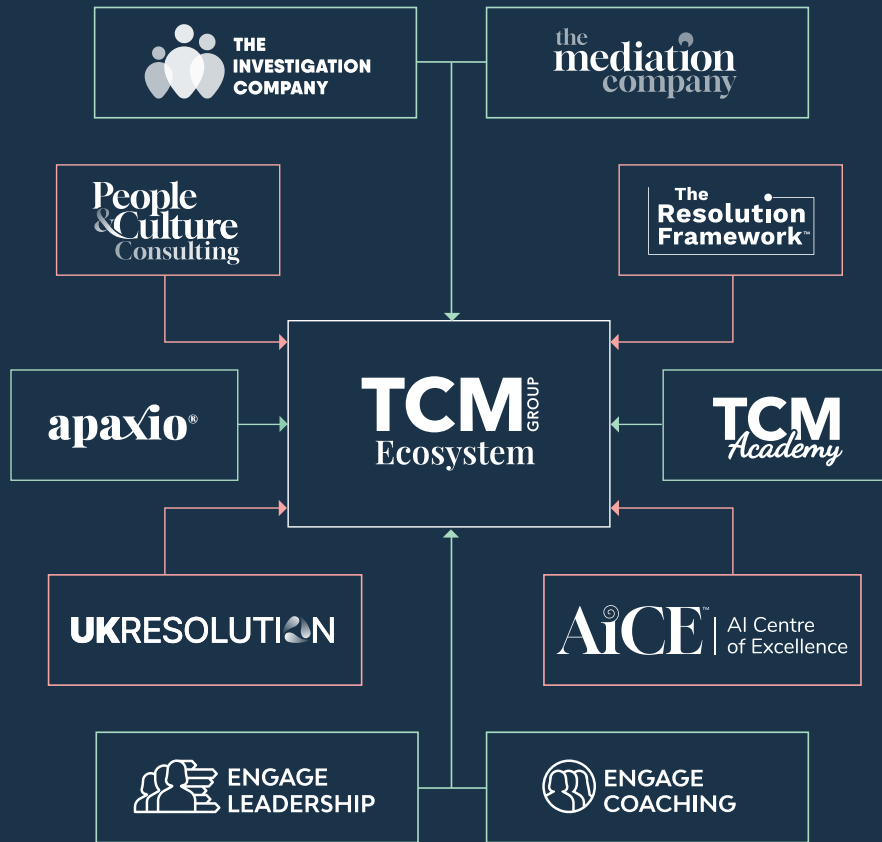
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The benefits

Upon completion of this healthcare-sector-specific training course, delegates will be able to:

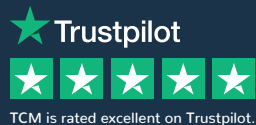
- ✓ Develop constructive conversations with employees and teams.
- ✓ Promote well being by developing a positive, co-operative and supportive team environment.
- ✓ Spot problems early and nip issues in the bud before they escalate.
- ✓ Handle strong emotions with confidence, care and compassion.
- ✓ Identify and respond to disputes and grievances.
- ✓ Facilitate the management of change.
- ✓ Promote and support the informal resolution of employee and customer complaints.




Putting People First


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