




**The Guardian
Service**

Here to listen



Dialogue:
The key to creating
an open culture



The Guardian Service are experts in transforming organisations through listening and turning what is said into opportunities for learning, development and improvement. The training we offer based on our unique ‘Dialogue’ model empowers everyone in your organisation to do the same.

Effective Freedom to Speak Up processes are essential in creating an open culture. However, these rely on everyone knowing how to speak up, respond, and support each other. We believe those skills, and the open mindset that needs to accompany them, don’t emerge without great training.

Existing approaches to speak up training can be divisive, leading to blame rather than resolution. They often focus on process and emphasise hierarchies by allocating particular responsibilities to managers and leaders rather than acknowledging the simple fact that everyone encounters obstacles to both speaking up and taking action in response.

Our approach is different. We focus on engaging participants and encouraging open mindsets. We bring people together and acknowledge that the challenges we all face can and should unite us. Dialogue is about empowering people to take action.

	Other approaches	Dialogue training
Delivery	Passive e-learning	Active and engaging
Focus	Process	People
Cohesion	Divisive	Uniting
Equality	Emphasises hierarchy	Acknowledges universal obstacles
Personal	Depersonalises	Recognises the person
Ownership	Disempowering	Encourages ownership
Impact	Blame	Responsibility

What you can expect from Dialogue training

All our training is delivered in person or virtually by experts in the field. We draw on over 10-years of experience working in the field of speaking up, openness, leadership and culture. Our training sessions are interactive to encourage active learning, using real life scenarios to promote open mindset thinking.

Participants of our workshops and masterclasses can expect to:

- Hear about the background to speaking up and the consequences of when this is stifled
- Learn about the difference between speaking up and dialogue
- Explore the impact of words
- Consider their personal 'dialogue dampeners'
- Work through and understand the 'Dialogue' model



In addition, masterclass participants will:

- Consider what culture and openness really mean
- Explore their ability to follow up and provide effective feedback
- Work through a case study
- Look at measurement and how to measure impact
- Start action planning to create change at team and organisational level



About The Guardian Service Ltd (GSL)

GSL have over 10 years' experience in providing confidential and independent Freedom to Speak Up services. We currently support over 300,000 people nationwide. Our vision is to create open cultures in organisations so everyone can succeed and prosper.



Find out more
about our services,
scan the QR code.



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theguardianservice.co.uk