



Conversation  
Space

# The Business Case

Why invest?

Who

We believe in strengthening human connections through the power of conversation.

By helping people become more human, more skilled and more aware.

Through bespoke learning experiences.

## Why

85%

Of your financial success is due to your personality & ability to communicate, negotiate & lead.

15%

Is due to technical knowledge.

**Source:** Carnegie Institute of Technology

# There is a DISCONNECT: leaders are failing to meet their peoples' needs & expectations...and it's impacting business performance

*“TCS have provided a real business benefit in a number of aspects from cultural alignment to skills & capability of our management teams.”*

**Sara Sheard, Head of OD, Mncap**

## The Changing Landscape

# Gender Pay Gap

# #MeToo

# Brexit

- The world is changing. And so is the workplace.
- We are Speaking Up. Challenging. Disagreeing.
- Deep political and social issues are increasingly entering the narrative and fabric of organisational life.
- Forward thinking leaders understand that there has never been a more important time to reconsider how they connect with people through their conversations. **This is what we do.**

## How TCS can help

*“The TCS programme has been a huge success with positive & significant impact on both our senior leaders and our rising talent.”*

**Francis Belin – Senior VP, Swarovski**

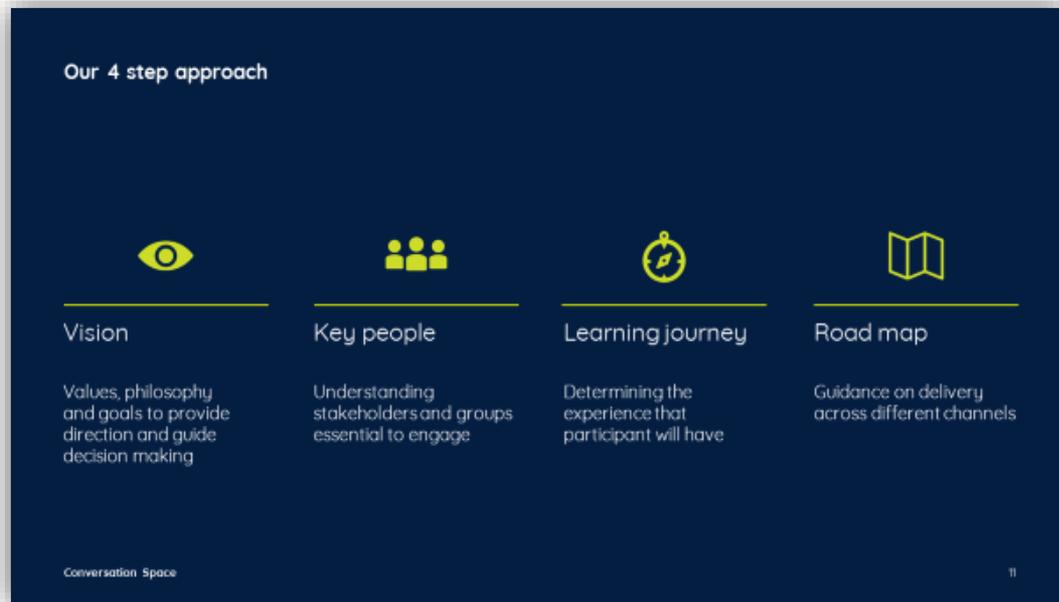
- Based on our award winning research “Mastering Conversations”, we create bespoke programmes underpinned by Conversational Wisdom® which:
  - build trust & boost engagement
  - drive performance
  - grow collaboration, diversity & inclusion
  - support creativity & innovation
  - develop more empathic organisations
- Act Now - help your leaders connect and drive change through their conversations

Have a look at how we helped:

- Swarovski improve retention and inclusion
- Burberry improve performance management conversations
- King drive impactful conversations through the business

## Our Approach

All our bespoke programmes begin with an Interactive Thought Generation Session following our 4 Step Approach, and are underpinned by Conversational Wisdom®





## Our Values

### **Ambitious**

We want to be the best and we won't stop until we are. We're motivated, driven and keep pushing forward to stay in front of the curve.

### **Real**

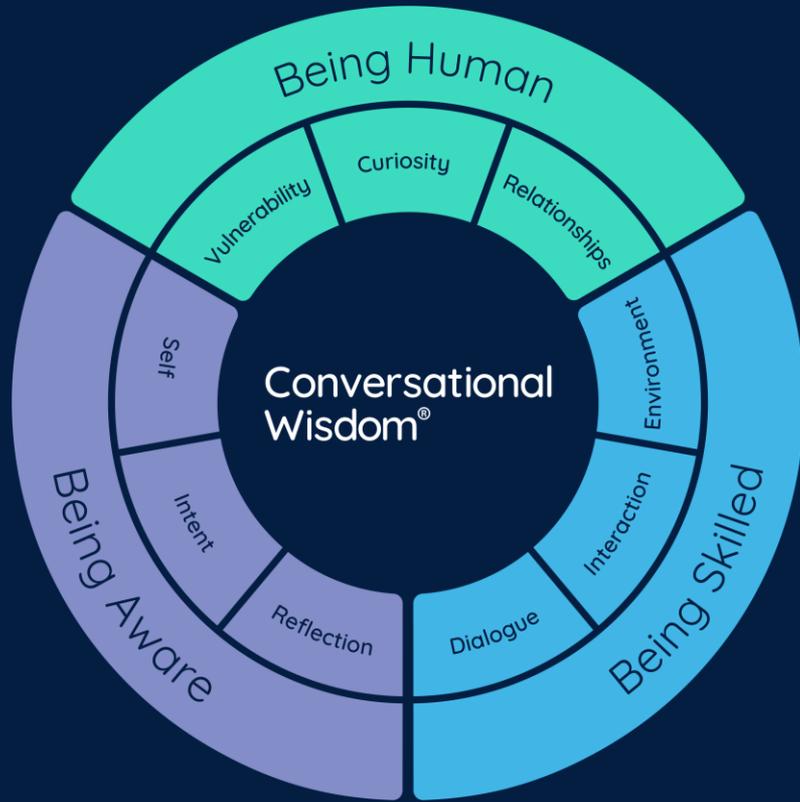
We're not perfect. Sometimes we make mistakes (we may even swear during workshops) but we're open and honest. We're true to ourselves and to you.

### **Courageous**

We take risks, we're not afraid to fail and we're brave. Not just for ourselves but for our clients too. We'll have the uncomfortable conversations and help you to have them too.

### **Simple**

We are pragmatic and creative. We edit, edit and edit, pairing down and focusing on what's essential.



## Conversational Wisdom®

Based on our Award Winning\* Research, Conversational Wisdom is both our business philosophy – how we strive to work with each other and our clients – and a skill that can be grown and developed.

### What our clients say

*“Using Conversational Wisdom® to underpin our IT leader programme, has been really powerful. It is helping our leaders prepare for and hold better, braver conversations and offers a reference point for the different, regular workplace conversations all leaders need to have.”*

L&OD Manager, Financial Services

\*Roffey Park/HR Magazine “Mastering Conversations”

# Example of our Experience

Client	Coaching Conversations	Mentoring Conversations	Powerful Workplace Conversations	Team Development
	✓	✓	✓	
SWAROVSKI				✓
			✓	✓
	✓		✓	✓
		✓	✓	
	✓	✓		✓
	✓	✓		✓

Our experience, **credibility** and strength in conversations is unparalleled.

We consult with global organisations at the **forefront of leadership conversations** to ensure we are always working at the cutting edge of this exciting space.

By numbers, we have supported **6,300 managers** and leaders become more skilful conversationalists, worked in **15** different countries and with more than **375 organisations**. Along the way, Conversation Space people have spoken at 18 national and international events, had more than **30 articles published**, contributed to **four books** and **won 6 national awards**.

All our facilitators are **qualified coaches** & are experienced in Conversational Wisdom® – **modelling the conversations** you want your **people** to be having.



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# Thanks

## Contact

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