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The Navigator for Enterprise Solutions



## Tandem Solutions



*The annual listing of 20 companies that are at the forefront of providing Leadership Development solutions and transforming businesses*

# Tandem Solutions

## The Amalgamation of Longitudinal and Interactive Learning

**T**he recent shift to virtual working environments may have changed many traditional workplace practices like communications, decision-making, and collaboration for good. In this new environment, the need to find innovative ways to train and develop leaders has never been greater. According to Press Ganey, the low engagement scores across most companies show the failure of leaders to connect with and inspire their employees. It is the right moment to reimagine traditional, classroom and event-based leadership programs and explore opportunities to work more effectively in the new normal.

Tandem Solutions is a Boston based training and consulting firm that has developed an approach to developing new leaders that is uniquely suited to the newly emerging virtual workforces. Their LongitudinalLearning™ approach combines a series of online, interactive learnings with virtual small group coaching to help leaders learn in small chunks over a period of time and provide space for practice and reflection. The approach is rooted in the latest neuroscience findings that confirm the need for adults to try new approaches and reflect on their successes and challenges in order to adopt new behaviors. Unlike other online training firms that place emphasis on the volume of content, Tandem Solutions emphasizes the need for a high-touch approach that supports learners as they form new insights and change their behaviors.

To support the approach, they built an online application called TandemLead™ which now supports a growing series of modular-based learning programs that may be combined and customized for each client's needs. The emphasis is on creating a consistent learning experience for leaders at the same company that helps develop a shared leadership culture through application of common tools, techniques, and terminology.

Practice is a critical component in the LongitudinalLearning™ approach. Learners use TandemTools™ to apply new concepts to their unique workplace environment, in effect 'trialing' it in their specific situation. The online small group coaching sessions provide a safe place for

the learners to address their challenges as related to the online content and application exercises, learn from one another, break down cultural barriers, and support each other to take personal accountability in their learning.

A certified TandemCoach™ facilitates the coaching sessions. Tandem's coaches must all be certified by the International Coaching Federation as executive coaches before completing a comprehensive certification process with Tandem Solutions to build the knowledge and skills necessary to effectively facilitate these sessions.

This methodology results in behavioral change, stronger peer relationships and collaboration across department boundaries and important leadership cultural shifts. Attendees leave with common tools, techniques, and terminology to help them engage with others, drive clarity in communication and decision making, and build a positive team climate.

As a technology enabled services firm, Tandem Solutions meets their clients where they are in their journey. They use a high touch approach that builds strong relationships and supports learners to help them achieve new levels of performance. They leverage a number of proprietary technologies, assessment instruments, and their TandemLead™ suite of learning programs to provide the structure and support their clients need to succeed.

Clients are shifting their mindsets, seeing the value of online learning and small group coaching for leaders. They recognize the importance of investing in leaders' skills and capabilities to lead through uncertain times and manage complex change. Tandem Solutions has refined their LongitudinalLearning™ approach over the last several years to uniquely position it to address this market need. They are expanding their network of Certified TandemCoaches™ to further increase their capability to develop leaders who can effectively drive change and lead through uncertainty. **CR**

