



# Waterfield

Consulting

“People own what they help create”

Collaborating for Success<sup>©</sup>

Public Workshop by C-Space

# Collaborating for Success®

## Workshop Overview

Getting the right idea or strategy is only half the equation. The other half is implementing it.

The implementers are people. Unfortunately people are not simple machines but complex, emotional and sophisticated beings.

Today the old command control approach (ie “Just tell them”) is not the most effective approach and has probably run its course, especially with knowledge workers. Talented people get frustrated and leave those types of power down and non-collaborative cultures knowing they have more to contribute.

## So what choices does a modern leader have?

One choice is to facilitate. Facilitating the involvement of the implementers in the decision making process is a very powerful way to engage people’s hearts and minds. Done well, it paradoxically takes less time and results in, not only better ideas or strategies, but solid follow through of action plans.

The benefits to the leader include:

- Faster and higher quality results
- Better ideas and strategies
- Developing the capacity of the team
- More time to focus on broader issues
- Not being the only one always having to have the answers
- Develop successors
- Less office politics
- Ability to enjoy a holiday and have the place continue to work well
- A work environment you and your team get excited about turning up to

In summary, it makes being a leader a lot less stressful.

Leader as Facilitator the workshop has been refined over ten years by Kevin Nuttall, a professional facilitator. The workshop is not theoretical, but is a distillation of practical tools and methods of helping groups to make better decisions and act on them. You will walk out of the workshop with enough practice and courage to “have a go” back in your work place.

The workshop has two major components.

1. Learning a generic facilitation model called

### Four Seasons

2. Learning the underlying skills and behaviours to be a successful facilitator called **The Forum Model**

### Four Seasons

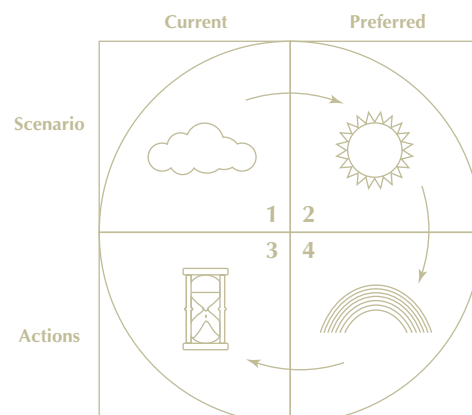
The premise of Four Seasons is simple; people enter a room in different mental seasons. For example, some people don’t even understand the issue while others are already at the solution and action stage.

The only way to engage the ‘collective intelligence’ of the group is to wind back to the beginning to get everyone at the same starting point and in a structured way and collectively move the group through the four mental seasons. Interestingly, people who are in the “let’s do this now” mode often have missed key facts and typically have gone directly from the problem to the solution. “Winding back to the beginning” sounds time consuming; surprisingly it is not. Four Seasons is a rapid, very elegant process that gets consensus and intelligent actions.

Contrast this to the number of meetings you have spent that have degenerated into contests of wills with very little listening going on!

It is said the biggest waste of resources on the planet today is people working in groups. Four Seasons can fix that.

### Four Seasons



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## The Forum Model

To use a PC as an analogy: If Four Seasons is the application, eg MS Word or MS Excel, then The Forum Model is the Operating System, ie MS Windows.

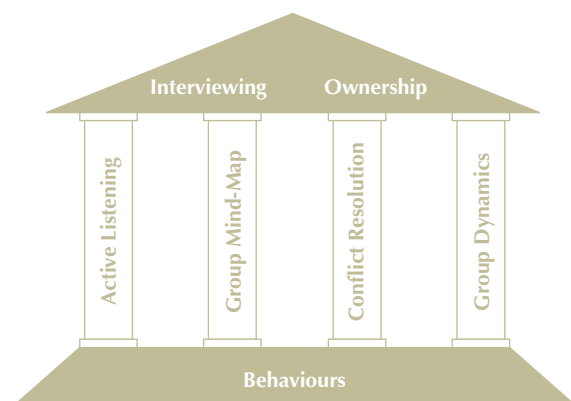
Four Seasons is only one of many facilitated processes. Each of these facilitated processes requires certain skills and behaviours to make them work. The Forum Model identifies each of these skills and behaviours and ensures you understand the theory and practice each of the elements individually and as a package.

The elements in the Forum Model are:

1. Facilitator's Behaviours
2. Active Listening
3. Group-Mind Mapping
4. Interviewing
5. Ownership
6. Conflict Resolution
7. Group Dynamics

Collectively these skills and behaviours form the basis of you being able to take a group of people from no agreement to consensus on action plans they will act on.

## Forum Model



## Who is Kevin Nuttall?

Kevin is a fulltime professional facilitator specialising in strategy development and implementation.

Kevin jokes that he is "Australia's leading content free presenter". The beauty of his role is that he does not need to have detailed content knowledge to be of enormous value to a team or the whole organisation. Skills in helping people think and act in concert as a cohesive whole are incredibly valuable.

Kevin's clients all come from the best type of advertising, that is satisfied clients making word of mouth recommendations to their associates. These clients include:

- Property Council of Australia
- Royal & SunAlliance (Australia and UK)
- IBM
- Australian CPA
- BP
- City of Melbourne
- AXA
- Australian Building Control Board (ABCB)
- Melbourne Docklands
- Lend Lease
- Jones Lang LaSalle
- QBE Insurance
- SAS Institute
- Safe Foods Production
- Australian and NZ Landcare Facilitators
- Committee for Melbourne
- NRMA

Kevin is a highly experienced facilitator first and a trainer second. His primary interest is in you being able to take and use what you learn in the workshop. The workshop is therefore focused on adding facilitator skills and behaviours to your skill set. A process Kevin calls "mental software installation".

So if you would like some new "mental software" that will help improve your leadership skills, reduce your stress and accelerate your career, we look forward to seeing you on the workshop.

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## Workshop Outline: Day 1 Modules

### Needs Analysis and overview

- Establishing the needs of the group
- Introduction and overview
- Explanation of interactive teaching method

### Facilitation and Teamwork

- What is facilitation?
- How does facilitation help teams work?
- Creating a collaborative culture

### Four Seasons Facilitation Process

- Moving your team from a stuck state to a goal orientated state
- Understanding why the process works
- Cross cultural examples of the model eg: African, North American Indian, Japanese
- Applications in the work place and personally

### Group-Mind Mapping

- Understanding how your brain and other's brains organise and absorb information
- Using Group-Mind Mapping to collect group ideas
- Stimulating Group creativity

### Facilitators Profile

- Identify your personal behavioural profile
- Understanding the facilitator's behaviour
- People reading

### Active Listening

- The importance of Active Listening to building consensus
- The three steps of active listening
- Role of active listening in conflict resolution

## Workshop Outline: Day 2 Modules

### Interviewing Process

- Building a powerful interviewing technique
- Establishing rapport and trust
- Paraphrasing and debriefing

### Ownership

- Detecting when people saying "yes" actually mean "no"
- Ensuring tasks actually happen
- Having people act with enthusiasm
- Encouraging and rewarding group achievements

### Action

- Why do some groups achieve and others don't?
- Introducing team accountability so the important things get done
- Using technology for anytime anywhere access and support
- Building on successes

### Conflict Resolution

- Why do people get into conflict
- How to prevent 50% of group conflicts
- Turning negative energy in to productive outcomes
- Getting to "Yes" every time

### Group Dynamics

- How to keep people engaged and energised
- Optimum numbers for groups and team
- Getting groups to work cross functionally
- Aligning individual goals with the group goals

### Applications of the Facilitation Process

- Case studies from Australia, New Zealand, South Africa and Asia
- Using the model to speed up your work eg: BPR, meeting, presentations
- Examples of previous participants facilitated outcomes

### Review and Re-entry

- Applying new techniques to your working environment
- Developing an action plan
- Avoiding 're-entry' burn-up
- Avenues for gaining confidence
- The workshop allows plenty of practice time so you will leave saying "I can use this and I will!"

### Price

(Includes work book, pens, behavioural profile, lunch and GST)

#### Single Attendee

\$2000 per attendee

#### Corporate Rate\*

\$1,500 per attendee

\* 10 or more people from the same company per annum

### Contact Details

Public and in house workshop details please contact:

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