

# Embracing Diversity, Uncertainty and Change

## Change is changing

Change in ourselves and in the outside world is inevitable, in both senses that it is always with us whether we like it or not, and that we cannot avoid it.

The issue is how successfully we can manage it through the people involved.

Change to a new future is an untrodden path, where the new will not be the same as the old, the future not just a variation, improvement or adaptation of the past. In other words, change is constant, but change is not continuous.

This uncertainty brings discomfort, confusion and difficulty, particularly for those in positions of authority.

On top of this, the rate and complexity of change increases over time, compounding concerns.

And then the 'old ways' of coping with, or managing, change are not working for us any more. They are certainly tried but are no longer true.

But if 'change' is seen as synonymous with 'growth' and 'learning' and 'opportunity', then the organisation, group, or individual that welcomes change, can use that change and embrace uncertainty, instead of just reacting to it.

## Who is it for?

**Embracing Diversity, Uncertainty & Change** is a learning package which can be tailored to client needs.

It is for anyone wishing to improve the effectiveness of their communication and interaction with others, when managing transitions under the influence of diversity, uncertainty, or change:

- ❖ with application from one-on-one contact to large group processes and organisational development
- ❖ not just people who are the obvious leader or facilitator of a group or organisation, but also those who are happy to help a group from within the group
- ❖ not just in boardrooms and public halls, but in the settings of everyday life
- ❖ not just dealing with situations as they arise, but also designing interactions to maximise the chances of successful outcomes.

## How is it delivered?

The **core** of the package most commonly involves includes:

- ❖ A total of four days of face-to-face interactive delivery in two sessions

- ❖ Pre-consultation for in-house sessions to enhance tailoring of content and resources to participants' needs
- ❖ A comprehensive resource pack
- ❖ Post-session coaching and mentoring to enhance application of learning

Potential **expansions** include:

- ❖ Pre-session engagement and preparation (face-to-face or distance) through which participants develop case study material to support learning during the session
- ❖ An additional day focused on grounding learning through case study analysis, scenarios and role plays
- ❖ An additional day focused on cross-cultural communication and application e.g. Australian Indigenous or Maori culture
- ❖ A follow-up advanced session of one to two days after 3-6 months to deepen learning and reinforce application

**Interactive delivery** is by facilitators with demonstrated skills in training and learning support, and sound experience in leading effective transitions and change.

## Learning Outcomes

As a result of the Program, each participant will have developed:

### New capacities

- ❖ New insights and perspectives on human differences and underlying dynamics of human processes
- ❖ New skills and tools to bridge differences, build cooperative relationships, and develop agreement and commitment

### Practical application

- ❖ The ability to apply new learning, as a leader/ facilitator of process, to understand and lead effective transitions and change
- ❖ A plan for real-life application of key methods and understandings, with continued coaching or mentoring

### Strengthened engagement & relationships

- ❖ Enhanced confidence to engage with diverse parties and situations to manage disagreement and conflict towards creative and constructive outcomes
- ❖ Strengthened relationships with peers, colleagues and others through sharing of practical experience and engagement in exercises which assist participants to become a resource to each other.

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## What It Covers

The customary delivery is in two sessions of two days, with six to eight weeks intervening, during which participants undertake to apply the understandings and skills they have learned in the first session.

Some components can be offered in a cumulative sequence of one day sessions, with adjustments.

### SESSION 1: Diversity & Difference

#### DAY 1 Individuals:

- ❖ Processing differently: filters, blind spots, images and messages
- ❖ Thinking & learning differently: Multiple intelligences

#### DAY 2 Groups & Organisations:

- ❖ Spiral Dynamics
- ❖ Designing effective engagements
- ❖ Real-life applications

### SESSION 2: Uncertainty & Change

#### DAY 3 Individuals:

- ❖ Impact of Uncertainty & Change: working with process cycles, loss & grief
- ❖ Forces In Uncertainty & Change: working as Trans-establishment

#### DAY 4 Groups & Organisations:

- ❖ Ecology of Change: Social process dynamics
- ❖ Designing Change Maps
- ❖ Real-life applications

## Connected Opportunities

**Embracing Diversity, Uncertainty & Change** is one of the Practical Skill Sets & Understandings components of the development program:

**Out in Front: The Way of the Facilitative Leader™**

[www.Out-in-Front.com.au](http://www.Out-in-Front.com.au)

Clients of our training are eligible to receive **discounts on facilitation services**.

Participants who complete *Embracing Diversity, Uncertainty & Change* are eligible to receive a certificate of attendance at Modules 4 and 5 of the Technology of

Participation (ToP) Facilitative Leadership Program.

This contributes towards eligibility of participants seeking to be a Certified ToP Facilitator (CToPF).

## Content Methodologies

Material addressed or presented in the training is drawn or adapted from:

- Technology of Participation™ (ToP™)
- improvisation
- narrative technique
- strengths-based and appreciative approaches
- Neuro-Linguistic Programming (NLP)
- other established and emerging developments in facilitation and communication practice; and
- a wide range of practical models of human intelligence, behaviour, communication, dynamics and learning, to deepen understanding, assist in diagnosis and design, and encourage application.

The leaders are authorised by the ICA to deliver Technology of Participation™ (ToP™) content.

Actual material addressed in any event will vary in response to the needs and expressed interests of participants.

## What Participants Say

### On the content and resources:

- ✓ Thanks very much, challenging and thought-provoking, great skills to apply in all aspects of life
- ✓ Made me pause/reflect on past and present practice – opened up new ways of approaching situations
- ✓ Excellent process for me to deconstruct and examine my own processes

### On the leaders:

- ✓ Very knowledgeable and enthusiastic
- ✓ Good presenters; well structured material clearly explained – they walked the talk
- ✓ Leaders showed great energy and enthusiasm

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