

# Embracing Diversity, Uncertainty & 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.

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

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

## 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, and for 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:

- ❖ Mindsets and value systems: Spiral Dynamics
- ❖ Diagnosing systems in organisations
- ❖ Designing effective engagements
- ❖ Real-life applications

### SESSION 2: Uncertainty & Change

#### DAY 3 Individuals:

- ❖ Impact of Uncertainty & Change: working with process cycles, loss & grief
- ❖ Roles and readiness in Uncertainty & Change: from drama to empowerment

#### DAY 4 Groups & Organisations:

- ❖ Ecology of Change: dynamics screen
- ❖ 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™**

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

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

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Participants who complete these practical skill sets may be eligible to receive a certificate of attendance at **ToP Facilitative Leadership Program** Module 4 'Working with Diverse Value Systems' and Module 6 'Understanding & Leading Change'.

These Modules are nationally accredited at postgraduate level as part of the award 52326 **Vocational Graduate Diploma of Facilitative Leadership**.

Completion of the Facilitative Leadership Program is a requirement for being assessed as a **Certified ToP Facilitator**.

Both of these professional pathways are offered by the **ToP Global Institute for Facilitative Leadership**.

See [ToP-GIFL.com](http://ToP-GIFL.com)

## Learning Experience

**Experiential and adult learning principles** support the learning and application of tools and techniques by grounding these in actual work projects of participants. This format builds competence and confidence in the continued application of models and deepens understanding of the profound role of leading change.

At the end of the training each participant will have a statement of attendance, a comprehensive set of course notes, worked examples, and proposals for application and practice of their learnings in real-life situations.

They will also have access to coaching and mentoring from highly experienced facilitators.

## 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
- ✓ Good reflective opportunity for making meaning of 'what has happened' and 'how to do better' next time!
- ✓ Broadening and enriching my thinking on the why and how frameworks to work with others AND myself
- ✓ Challenged my approach to design, my thinking on organisation shared views/values, my bad habits
- ✓ Great to have affirmation of what I know – great to have a really big list of what I now want to learn, what I haven't known until now

### On the leaders:

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

## Contacts

**Mark Butz**

**Futures by Design**

Canberra

P: +61 2 6251 2923

M: +61 418 417 635

E: [training@markbutz.com](mailto:training@markbutz.com)

W: [www.MarkButz.com](http://www.MarkButz.com)