



QUEST | Change Facilitation Toolkit

Mentoring Program | 8 sessions | Next Course August 15, 2011

Intermediate Level | Change Agents, Facilitators, Project Leaders, consultants, trainers, anyone leading a group through change.

You may have done other courses or tried facilitation only to find that what you are doing didn't work or could have been a lot better.

Why Change Facilitation Tools?

Change Management guru John Kotter famously stated that change management fails 80% of the time. It would seem that change management works best in a homogenous organisation where top management has control of outcomes.

Where there are multiple diverse stakeholders a collaborative approach is required.

Collaboration is the great challenge of our time. It is no longer appropriate to direct from the top or enough to just involve, consult and inform. Collaboration bridges the gap, between corporate strategy or policy and stakeholder energy.

Change Facilitation tools will be more successful with diverse, mixed groups including community, suppliers, customers, governments, utilities, NGOs and others that can't be directed what to do.

What are the benefits of Change Facilitation?

- Engage people, get to the heart of an issue, explore options, make decisions, empower champions, initiate change and get things done?
- Change is implemented collaboratively and people who commit to action, actually do what they say they will do?
- Develop a robust organisation culture that gets more work done in less time with less effort.
- Build capacity to achieve both corporate outcomes and community aspirations.
- Build community spirit by running energising gatherings where everyone is heard and things get done.
- Get maximum outcomes from project and business meetings.
- A universal approach for facilitating scalable vision strategy, culture, sustainability, change and workshops for any other purpose.

Who should do QUEST?

Intermediate Level | Change Agents, Facilitators, Project Leaders, consultants, trainers, advocates, anyone who leads groups through change

NGOs; Local Govt; Corporations; State and Federal Govt; partnership brokers; SMEs

What do you get?

- 5 - 8 x 1 hr group mentoring sessions by Teleconference
- Moodle e-learning including scripts for all key tools and extra resources
- Dynamic workbook

QUEST is a comprehensive blend of today's best practice and ideas with more than **24 scripted tools** and links to hundreds of resources that will change your meetings and workshops forever.

- **Design:** Contracting; Opening & Closing Rituals; Planning tools; Ground rules; Strategy frameworks; Icebreakers; Energisers; Debriefing and evaluation
- **Questions:** Big Fat Open Questions; Strategic Questioning; Appreciative Inquiry
- **Conversations:** Dialogue; The World Café; Café Style Meetings; Deliberative Dialogues; Focused conversations ; Non-Violent Communication; Conversation Café
- **Visualisation:** Working on walls; The Great Wall; Art Gallery; Mind Mapping; Brainstorming
- **Self organisation:** Open Space Technology; Open Space Style Meetings; Un-Conferences; Barcamp
- **Getting Things Done:** Action Planning; Traction Planning; Prioritisation; Getting Things Done; Workout; Project meetings

Fees:	Tuition	Extras	Total
Organisation Rate** (save 30%)	\$990 \$660	Conference Calls \$55	\$715
Personal Rate* (save 30%)	\$660 \$440	Conference Calls \$55	\$495

Course Facilitator/Mentor?

Greg Jenkins | Change Agent
MAppSci (Social Ecology) OD, BA (UNE)

Enquiries/Registration

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TinCAN Learning Company ABN: 87-574 290 853

'Facilitating Collaborative Change | Developing Confident Leaders | Enabling Sustainable Organisations'

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Tool Selector

	Core Tools		Implementation Tools Integrated Tool [QUEST]		High Level Tools
Engagement Tools *1. Involve 2. Consult 3. Inform	1.	Questions <ul style="list-style-type: none"> Big Fat Open Questions Strategic Questioning Positive (Appreciative Inquiry) Other Questioning Models [NVC, Type, Focus] 	Q	Focusing Question <i>[Collaborative change starts with well formed questions]</i>	A. Pre Planning <ul style="list-style-type: none"> Current Reality Workshop Planning Tools B. Visioning Workshops <ul style="list-style-type: none"> Purpose [Core Purpose; Higher Purpose] Vision [True Vision; Dreams] Goals [Short, med, long; BHAG] C. Values Workshop D. VeSPA One Page Plan
	2.	Conversations <ul style="list-style-type: none"> Dialogue The World Café Other Conversation Models [Negotiations, NVC, AI,] 	U	Uncover the Truth <i>[understand and acknowledge diverse needs; engage in deep focused, truthful dialogue]</i>	
	3.	Visualisation [Working on Walls] <ul style="list-style-type: none"> The Great Wall Art Gallery Other Visualisation Models [Mind Maps, Pin Boards, Sticky Walls] 	E	Explore Options <i>[Consolidate strategic themes; clusters reveal potential projects]</i>	
Collaboration Tools *4. Collaborate 5. Empower	4.	Self Organisation <ul style="list-style-type: none"> Open Space Technology Self Organising Meetings Serious Team Games 	S	Step-Up Champions <i>[self-organise volunteer project champions]</i>	
	5.	Actioning <ul style="list-style-type: none"> Action Planning Worksheets Prioritisation Worksheets Getting Things Done 	T	Traction Project Meetings <i>[First project meeting is held at the implementation workshop]</i> <ul style="list-style-type: none"> Projects + Priorities 	

*IAP2 Public Participation Spectrum

What people say about QUEST

I was able to use the material in a workshop immediately. The scripts and acts and scenes structure really work.
Change Management Consultant Sydney

We ran a very successful complex facilitation for 160 scientists that determined the future of our global enterprise. We facilitated the whole thing ourselves using scripts and staging developed by Greg Jenkins with some over the phone mentoring. **Marketing Director Munich Germany**

I facilitated two complex change management workshops for two different clients in one week. My main work is as a coach working one on one with my clients. The QUEST scripts and process developed by Greg Jenkins worked magnificently and enabled me to facilitate successful workshops for more than 30 people without fuss. The clients were very happy with the sustainable results. **Work Turnaround Coach Adelaide SA**

We rolled out a highly successful innovation program Australia wide for 350 participants with the support of 15 part-time internal facilitators. The facilitators delivered consistent results by using scripts developed by Greg Jenkins with some initial group mentoring conferences. **Communications Director Big 4 Consulting firm.**



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