

# PATH FORWARD

## To Business Transformation



### Lunch and Learn Details

1. Culture and Organizational Performance
  - Key organizational behaviors directly impact, both positively and negatively, business performance. This is how culture works
  - Define your organizations core values
  - Identify one behavior you can cultivate to improve organizational culture
2. The Power of Emotional Intelligence
  - Emotional Intelligence (EI) is the capacity to be aware of, channel and express one's emotions, and to handle interpersonal relationships judiciously and empathetically
  - Discover how we can help transform the way we communicate, both verbally and non-verbally, using two foundational dimensions of communication that dramatically affect EI. These dimensions guide our personal actions which, in turn, shape an organization's culture, which, in turn, directly affects business performance
3. Focused Conversation Method, ORID (Objective, Reflective, Interpretive, Decisional)
  - ORID is a holistic, natural discussion method that provides people with a structure for conducting a focused conversation. This method creates a dynamic forward movement towards a point of decision
  - Identify the steps of the ORID method
  - Identify effective questions to ask when using each of the ORID steps
4. Six Thinking Hats
  - Six Thinking Hats is a method of thinking in one direction at a time so we can effectively analyze issues, generate ideas, and make better decisions.
  - This scalable and portable approach applies to individual thoughts and group conversations. This approach also works well in work and non-work applications
  - Identify techniques that stimulate creative thinking, innovation and reduces the "trenching" of endless discussions and arguing
5. WIIFM (What's In It For Me)
  - The key to positively affecting a person's motivation to change is rooted in satisfying both parties' underlying interests. By answering each person's fundamental question of "What's In It For Me?" – the WIIFM – significant progress can be made in reaching a "wise agreement" in any negotiation
  - Motivate people to change, so that "win-win" agreements can be reached for critical business issues and interpersonal issues
  - Identify the underlying interests or motivators of a person's WIIFM (What's In It For Me)

## 6. Creative Problem Solving

- Knowing how to conduct team-based problem-solving sessions using a structured process is a foundational leadership competency that improves group effectiveness and produces long-lasting, quality outcomes.
- Describe team problem-solving *activities*.
- Identify collaboration *techniques* to achieve group consensus.
- Identify appropriate facilitation *technologies* when leading a problem-solving activity.