

Transilience South Africa (Pty) Ltd

Transilience Process Summary

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Processes facilitated through Transilience:

- **Coaching (Individual & Team)**

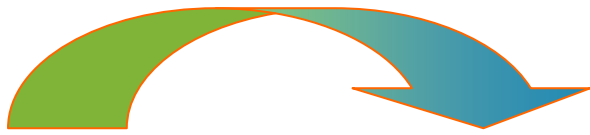
As a facilitator for Worldview Consulting:

- **Nine Conversations in Leadership™**
- **Purposeful Teams™**
- **Heart of Leadership©**

As a facilitator for Results Coaching Systems:

- **Quiet Leadership**
- **Your Brain at Work**

Presented by: Gordon Hunkin



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The Transilience Approach

My approach in working with organisations is not one that applies a “one size fits all” solution. I believe that the solution needs to be co-designed through a collaborative process between myself and whoever that organisation feels would best contribute to this.

I facilitate a number of processes (outlined below) that can be delivered individually but are often more ideally applied within a strategic development plan that is formulated in partnership with an organisation. The first step is thus often a design phase.

An important purpose of this design phase is to facilitate some of the key steps required to bring about the leadership and organisational development you desire. These often include: making a case for change and enlisting key stakeholders to help develop the vision and strategy for change.

My suggested approach in these cases is to facilitate an initial workshop that results in a design of a people development strategy that identifies which processes are in fact going to meet your needs and then places each element in its correct place and time.

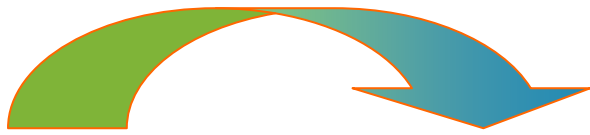
Processes facilitated through Transilience

Individual coaching

While coaching is effective enough to stand on its own as a transformational process it is also an ideal method to provide support for and enhance any developmental process. It can do so in a number of ways:

- It is very effective as a means for helping any individual who may need to take particularly large steps in order to develop a leadership style that is in line with the desired organisational culture.
- It functions as an effective means for setting and achieving performance goals within a defined organisational context.

A typical coaching series in these contexts would be conducted over 12 sessions and would focus on goals that each coachee sets within the organisation context that is set to frame the coaching intervention.



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Coaching can also be provided to help individuals to embed and sustain the learning that flows from other processes like training, developmental diagnostics, or leadership development processes like those outlined below.

Since most of the processes mentioned below are already transformational in nature, a third phase element is built in to some extent. Coaching then serves to close any gaps and accelerate and extend some of this learning

Note: If a deeper internal coaching capacity is required then the opportunity exists for selected individuals to train through Results Coaching Systems (one of my strategic partners) and become properly accredited as coaches.

Team Coaching

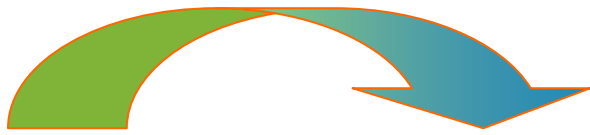
Team coaching is a process that is able to deliver some powerful outcomes for any team. These would include the development of a set of organisational objectives that are co-created and co-owned and a strategy for achieving these outcomes that is, once again, co-created and jointly implemented. One of the inbuilt benefits of team coaching is that it introduces most of the dynamics that typical team building exercises do but does so in ways that produce far more long-term, sustainable results. In other words, team coaching provides an excellent platform for developing a strong team with a well defined way of working that is able to function effectively into the future.

Team coaching typically involves an initial full day session, one-on-one sessions with the team leader and the coach (where appropriate), and at least four one to two hour follow up sessions with the whole team – spaced three to four weeks apart. The number of follow up sessions depends on the nature and the time frame of the goals that the team chooses to work on together.

Processes facilitated with Worldview Consulting

The Nine Conversations in Leadership™

The Nine Conversations in Leadership™ (developed by Worldview Consulting) is very much a process, rather than a training program, that is clearly tied to an organisational Statement of Intent. The outcome is to transform organisational leadership and not merely to inform leaders in the organisation. This is designed to impact positively on organisational culture and performance.



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All of the conversations are linked directly to real time leadership in the workplace. This means that the time spent on this process is more like time spent working on your business rather than time away from work in training. I call the outcome of this process a contextualized leadership impact because it serves as a unique opportunity to converse, plan and act in a way that achieves the outcomes that you require from your current change and/or development initiatives.

Much of the journey takes place in the form of nine, four to five hour conversations that are ideally spaced about three weeks apart. This is where individual and corporate choices can be made that build alignment, an affiliative culture and a common language.

The nine conversations, framed by a Getting Started and a Moving On conversation, cover seven leadership domains: Vision/strategy, Community, Alignment, Leading groups/teams, Developing Individuals, Managing Energy and Leading Self.

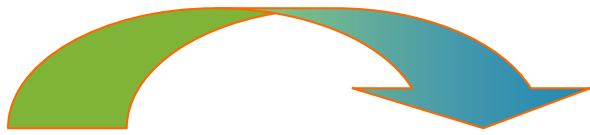
This journey requires participation at what the Nine Conversations in Leadership™ refers to as the head, heart and hands level.

- At the head level choices are required around which elements of the theory are relevant for each leader and the organization
- At the heart level a choice is required that will shift beliefs and behaviour
- At the hands level choices are required that translate all that has gone before into clearly defined action and a plan for implementing these actions

Purposeful Teams™

For organisations wishing to achieve strategic goals through the use of teams, Purposeful Teams™ (developed by Worldsvie Consulting) is a quick and powerful intervention that awakens effective team performance.

Unlike other team development programmes, the Purposeful Teams™ intervention anchors the team solidly within its organisational context and its organisational mandate. This ensures that the skills and experience of every team member can rapidly be brought to life. In this way, teams become a desirable form of work for individuals in the organisation, team actions are made more appropriate, relationship issues are dealt with more intelligently



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and team results are delivered more rapidly than might have been achieved with any other program.

The Purposeful Teams™ intervention addresses the following key team dimensions through facilitated conversations in which the team members provide the content and the facilitator provides the background material and the process facilitation:

- **Connecting** (Organisational mandate, team purpose in the system context, owning and connecting to purpose)
- **Challenging** (Understanding past and present, current state, team habits)
- **Visioning** (Personal commitment to purpose, envisioning the future state, statement of intent)
- **Committing** (Defining task milestones, team commitments and individual development plans)
- **Learning** (Reviewing team progress, applying team learning, challenges – feedback and coaching)
- **Sustaining** (Team sustainability, success stories, challenges and solutions, sustaining commitments)

The Purposeful Teams™ process is implemented as follows:

- **Week one:** two full (or two and a half) days, back-to-back
- **Week four:** one half day (four contact hours)
- **Week seven:** one half day (four contact hours)
- This process is often supplemented by individual coaching, focused on outcomes of the team program, for the team leader or for particular team members.

Heart of Leadership®

In **The Heart of Leadership®**, leaders engage with global wisdom, confront challenging leadership questions and apply practical leadership tools in powerful facilitated conversations. This intensive one-day workshop creates personal insights into what you know, feel and do, unlocking opportunities for change and igniting your personal leadership impact.



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This one-day experiential workshop is based on experience in delivering the transformational Nine Conversations in Leadership™ and Purposeful Teams™ interventions to thousands of clients around the globe. **The Heart of Leadership**® works with leaders at any stage of their life-long leadership journey in the leadership context of their choice (organisational, home, work, school or other).

Unlike other short leadership courses, **The Heart of Leadership**® workshop:

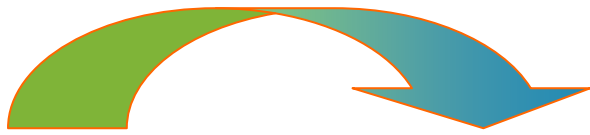
- Draws on the wisdom in the room for peer learning, through group exercises and dialogue
- Is underpinned by robust theory and a globally-proven holistic leadership model
- Connects your leadership powerfully with your unique personal context
- Works at the levels of Head (knowledge), Heart (values, passion) and Hands (behaviours, results)
- Is facilitated rather than lectured or trained, drawing deep value from conversation and interaction
- Applies simple, powerful analytical tools to assess your personal and community leadership
- Clearly identifies opportunities to increase leadership impact and to invest energy
- Creates personal insights and quick activation of leadership

Processes facilitated with Results Coaching Systems

Performance Leadership

The Performance Leadership process (developed by Results Coaching Systems) is again robust enough to stand alone (if necessary) as one that will transform the way conversations happen in the workplace.

Participants receive training in a six step coaching conversation process and real time practice in these skills. This process is designed to enable leaders / managers to incorporate coaching into their style. This is fast becoming a prerequisite skill for senior personnel worldwide. The benefits derived from this impact positively on culture in that conversations become far more empowering and produce greater ownership of tasks and processes.



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Some of the reported benefits include an ability to:

- Help people get unstuck with very little effort
- Have shorter, more impactful conversations
- Prioritise work better and help others do the same
- Run better meetings
- Work effectively with conflict
- Worry less about unnecessary detail, feel less overwhelmed and enjoy work more
- Improve relationships with direct reports, peers, and supervisors
- Be a far more effective agent of positive change

The models that are interwoven into the structured process that forms the core of the Results Methodology provide a means for Performance Leadership to:

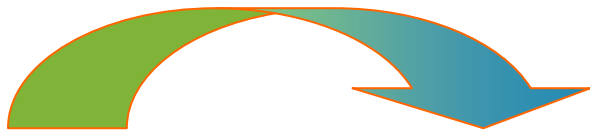
- Create an awareness of the need for change in that it exposes the ineffectiveness of the communication methods that most of us practice
- Tip the decisional balance towards positive change by demonstrating how accessible effective communication methods are for all of us
- Provide a means to ensure that the change actually happens and is sustainable

This process is normally delivered over two full days plus four one and a half hour sessions. The additional sessions can be delivered face-to-face or via a telecall session.

The intervention can be labelled differently and is often uniquely branded for an organisation in order to fit it into an existing development initiative.

Your Brain At Work

This is a one day workshop (developed by Results Coaching Systems) that provides some innovative insights into why we are often far less productive than we intend to be.



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By applying the latest neuroscience research into how the brain works this workshop covers the following topics:

- How to improve your productivity through understanding what's happening in your brain
- How to prioritize more effectively to get more done
- Keys to making solving problems easier
- The power of insights for motivation and getting into action
- Strategies to keep your cool when the pressure's on
- 5 things you need to know about getting the most from others

Although not an in depth course, participants leave armed with tools that can make a significant difference to the way they work and interact with others in any environment. This is a workshop that would also contribute to solving needs for improved organisational skills and time management skills.

My suggestion is always that this workshop is followed up by a few in-house sessions designed to work together on ways to apply the learning from the workshop. These could be self managed.