

WORKSHOP 1: Category: **CREATIVITY**

REJUVENATING THE ORGANISATION

Regenerating inspired creativity and vitality

1-day interactive workshop for 10 – 50 delegates

Tapping into the Full Potential of the Organisation

Organisations are like living organisms. Like the human body consisting of cells working together towards a common purpose, organisations comprise people who carry the “DNA” to make the organisation prosper. In order for the organisation to remain healthy, the “cells” have to be nourished, maintained and looked after, and their potential power allowed to flourish. Like cells, organisations have to constantly renew themselves.

Challenges of many organisations:

- Stress and illness
- Inadequate communication
- Lack of motivation
- Poor health (absenteeism)
- Internal strife & conflict
- Poor customer service

Solution:

These problems do not have a single cause which can be addressed with a single solution. On the contrary most problems are the result of numerous issues collectively accumulating over the years. Hence to tackle them one has to look at all issues in integrated fashion. This workshop takes an oriental holistic approach looking at seemingly unrelated aspects, from intelligence to health and nutrition, with a view of enabling positive energy, creativity and renewed flow in the organisation. The workshop is based on latest findings in science, blended with some spiritual wisdom and techniques from Eastern philosophy.

Objectives:

For participants to awaken their ‘spirit’ within, to improve performance and to learn practical skills in:

- how to increase brain power and intelligence
- how to manage stress and improve health
- how to improve motivation and attitude
- how to solve problems creatively and with ease
- how to attract more customers through closer rapport

And foremost understand how all of the above, and more, are intricately interrelated!

Approach:

The workshop is highly interactive and participatory, and uses accelerated learning techniques. Participants should come in comfortable clothes / trainers, ideal for moving around, and bring lots of bottled water.

Who should Attend:

This workshop is for leaders, managers or staff seeking to instil new life, dynamism and innovation in their organisations. It is also appropriate for those needing to reenergize themselves in an organisational setting.

Benefits:

- Unleashed potential - methods for ‘rejuvenating’ the organisation
- Reduced stress / increased motivation and improved health
- Enhanced Innovation, creativity and vibrant customer care

The workshop is results-oriented and very practical. It is delivered with a high degree of audience interaction and participation, with a lot of exchange among participants.

Facilitator: [Francois Knuchel](#) (click on name to see biodata)

WORKSHOP 2: Category: **COMMUNICATION**

COLLABORATING BEYOND TEAMS

Developing cross-border communication and cooperation

1-day interactive workshop for 10 – 50 delegates

From Communication Flow to Cash Flow

Due to major restructurings, reorganisations, re-engineering, mergers, joint ventures etc., many organisations find that their people are not working coherently together. Organisations are losing the trust of clients, losing key talent or failing to sustain competitive advantage, because of poor communications, internal politics, cross-functional conflicts, misunderstandings, stress, or poor working relations across various boundaries.

Challenges of many organisations:

- Poor productivity
- Not achieving objectives
- Inertia and lack of innovation
- Conflict and misunderstandings
- High staff attrition and low motivation

Solution:

Whereas many workshops focus on team building, change management and organisational development, this workshop focuses on the gaps between teams, departments or alliance partners - communicating across boundaries. It helps people to reconcile internal conflicts and create collective momentum, synergy and innovation across interdisciplinary, cross-functional and multi-cultural teams.

Objectives:

This workshop helps diverse teams become more effective and develop as world class teams. More importantly it helps people and groups bridge the gaps in communication **between** teams, functions, departments, corporate cultures and national cultures. By focussing on the gaps we help prevent good work done within teams, departments etc. being lost or dissipated by big gaps in communication and misunderstandings between those groups etc., and instead tap into collective wisdom and unleash synergy within or across organisations.

Approach:

The workshop is highly interactive and participatory, and uses accelerated learning. Participants should come in comfortable clothes and trainers, ideal for moving around, and bring lots of bottled water.

Who should Attend:

This workshop is suitable for managers and staff who are frustrated by conflict and hurdles to effective cooperation within their organisations, or for those who have great teams within their organisations which, however, are operating self-sufficiently, like little islands, so not collaborating with each other.

Benefits:

- Improved communication
- Reduced talent attrition
- Improved customer satisfaction
- Leverage from diverse workforce
- Increased flow (communication flow, work flow, cash flow)

The workshop is results-oriented and very practical. It is delivered with a high degree of audience interaction and participation. By redirecting internal conflict to creating collective spirit, synergy and innovation, participants achieve better performance and higher productivity.

Facilitator: [Francois Knuchel](#) (click on name to see biodata)

WORKSHOP 3: Category: **CUSTOMER SERVICE**

CARING BEYOND PLEASANTRIES

The new customer service paradigm: ambassadors of excellence

1-day interactive workshop for 10 – 50 delegates

Creating an outstanding total customer experience attitude

Organisations increasingly appreciate the importance of good Customer service. Customer care is one of the few areas, apart from design and innovation, where organisations can shine and distinguish themselves. Good customer service goes far beyond mere niceties and techniques; indeed it must be viewed in terms of the total customer experience. Yet good customer service is still rare, especially in the UK.

Challenges of customer awareness:

- Customers viewed as a pain or nuisance - poor attitude
- Misconceptions of service as 'servile', lack of empathy
- Customer care outsourced, so remote

Solution:

Customer service is more about attitude than technique. It is not just individuals' attitudes, but the attitude of the whole organisation, which is reflected in how its customers are viewed and treated. Attitude is a mindset and cannot be taught. However, conditions that are likely to inspire more positive attitudes can be created. This must address the whole persona. This workshop is first and foremost about developing a positive total customer experience attitude, and the required empowered creativity. The workshop makes use of some Asian (Japanese) holistic customer service principles.

Objectives:

For participants to appreciate the wider spectrum of customer service:

- Linking of body and mind health to attitude
- Listening and understanding customers
- Viewing things from customers' perspectives
- "Interviewing" skills as part of direct market research
- Specific customer service and complaint handling techniques
- Instilling a pan-organisational customer-driven attitude
- Converting staff into ambassadors of the organisation

Approach:

The workshop is highly interactive and participatory, and uses accelerated learning. Participants should come in comfortable clothes and trainers, ideal for moving around, and bring lots of bottled water.

Who should attend:

This workshop is suitable for staff and managers seeking to instil a pan-organisational customer service approach aligning all business processes, creating a customer awareness culture across the whole business.

Benefits:

- Increased added value perceived by customers
- Increased customer loyalty
- Smoother operation
- Empowered creativity to solve customer problems or create "moments of magic"
- Better than excellent service

The workshop is results-oriented and very practical. It is delivered with a high degree of audience interaction and participation, involving a certain amount of drama work.

Facilitator: [Francois Knuchel](#) (click on name to see biodata)

WORKSHOP 4: Category: **INTERCULTURAL DIVERSITY**

INNOVATING IN MULTI-CULTURAL TEAMS

Exploiting the creative potential of diversity

1-day inspirational workshop for 10 – 50 delegates

Unleashing the Innovative Power of Diversity

Work today is complex, ambiguous and interdependent. Diversity can enrich understanding and problem solving by bringing together different viewpoints, but it can also confuse, frustrate and cause people and organisations to waste time, lose money and miss opportunities.

Challenges of culturally diverse teams:

- Stress from misunderstandings
- Conflict & internal strife
- Reduced productivity
- Demoralised staff
- Wasted time

Solution:

This workshop shows people how to appreciate and integrate different viewpoints, thereby better manage misunderstandings and conflict, and turn the above challenges into opportunities for innovation, by releasing the creative powers of a diverse team constructively.

Objectives:

For participants to learn practical skills in:

- Appreciating / understanding different world views, values & beliefs
- Managing interpersonal stress & misunderstandings
- Working together cohesively & productively, and resolving simple conflicts
- Using strategies for successful co-operation, partnership & teamwork across cultures
- Exploring five key cultural dimensions that influence expectations and impact team behaviour

Approach:

The workshop is highly interactive and participatory, and uses accelerated learning. Participants should come in comfortable clothes and trainers, ideal for moving around, and bring lots of bottled water.

Who should Attend:

This workshop is suitable for people having to work in teams, or for those working with others who have radically different viewpoints. It is especially useful for diverse teams with tensions or lack of cohesiveness.

Benefits:

- Enhanced Innovation through “productive diversity”
- Improved communication and team leading skills
- Effective problem-solving, conflict avoidance / resolution skills
- Improved interdisciplinary or cross-functional teamwork
- Reduced stress / increased motivation and fun
- Unleashing of the potential inherent multi-cultural teams

The workshop is results-oriented and very practical. It is delivered with a high degree of audience interaction and participation. The workshop may include short simulations to enable participants to experience some of the difficulties from within, and then collectively develop solutions themselves.

Facilitator: [Francois Knuchel](#) (click on name to see biodata)

WORKSHOP 5: Category: **Collective Leadership**

OPENING THE FORUM

1 – 3 day inspirational Open Space event for 50 – 1,000 participants

The Ultimate Self-Managed Maxi-Meeting

Open Space is designed to be the simplest self-organising methodology for people to use. If 10 or 50 or 1000 people meet with deep and different experiences surrounding a challenging issue, Open Space can:

1. Maximise use of their time and conversation
2. Involve everyone's good spirited participation in openly designing a communal leadership process that has the best chance of working for everyone
3. At the very least develop a continuing network of respect for the issue and all across the people who came to try to resolve it.

What is an Open Space Technology?

An Open Space Gathering is a unique kind of meeting or conference in which the participants create their own programme of self-managed sessions (such as discussion groups, experiential workshops, ideas sessions and planning meetings) related to a central theme, such as: What are the issues and opportunities facing the XYZ Corporation?

Open Space Gatherings allow diverse and often very large groups of people to get together, discuss issues of heartfelt concern, share ideas, pool their knowledge and develop plans for collaborative action. There are no invited speakers, and just one facilitator to explain the procedure and facilitate the plenary sessions.

Open Space Gatherings are particularly effective when complex or conflict-ridden issues must be resolved very quickly, and when people need to work together as equals to decide how they will bring something new into being or bring about a mutually-desired change. A prerequisite is that the focal issue or theme must be of genuine concern to all those involved, as participation is normally voluntary. The participant group can be of any size, from twelve people to a thousand or more, and the gathering is usually held over one, two or three days.

Overview of an Open Space Gathering

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|------------------------|--------------------|
| a) Briefing | e) Session reports |
| b) Creating the agenda | f) Action planning |
| c) Sign-up | g) Reflection |
| d) Sessions | |

Open Space Gatherings are typically held to create a new vision, figure out how to implement a strategy, plan a significant change, solve a complex or intractable problem, invent a new product, or prepare for community action. Increasingly they are also used by organisations as an alternative or adjunct to their annual conferences. The most tangible output from an Open Space Gathering is set of written reports, one for each session, usually with action points. An action planning process can be run after the Open Space Gathering to establish ongoing action teams and thereby help maintain momentum.

Harrison Owen, originator of Open Space Technology (the methodology behind Open Space Gatherings) says: "At the very least, Open Space Technology is a fast, cheap, and simple way to better, more productive meetings. At a deeper level, it enables people to experience a very different quality of organisation in which self-managed work groups are the norm, leadership is a constantly shared phenomenon, diversity becomes a resource to be used instead of a problem to be overcome, and personal empowerment is a shared experience. It is also fun. In a word, conditions are set for fundamental organisational change."

Facilitator: [Francois Knuchel](#) (click on name to see biodata)