

CONVERSATION PRESENTATION

INTRODUCTION: 15 minutes

John:

- Leading in a self organizing system. Define the characteristics and the foundation of the concept of conversation as a foundation for creating emergence in a living organization.
- How is it different from a discussion
- Give examples

Brook:

- Show them Wheatley's book and read from Wheatley – *Turning to One Another*: p.28
- Show them the Systems Thinker article and list “What are the qualities that make conversation worthwhile? Different?” (overhead)
- Wheatley states that for conversation to occur we have to be **Willing to be disturbed** (overhead)
(We already know these from our work in this cohort)
- Ask the group – What leadership skills do you think are needed to initiate conversation as a core process?

- Frame powerful questions that inspire strategic dialogue and committed action

[JOHN - HAVE SOME EXAMPLES OF POWERFUL QUESTIONS]

- Convene learning conversations – leaders are “conveners and connectors”

Examples:

- ⇒ Steelcase Corp. created a physical environment with adjoining office areas – product and business teams with a community commons
- ⇒ Buchman Labor Int'l: worldwide intranet system for global sales force to discuss customer needs

JOHN:

Ask group, “Have you ever engaged in conversation like we’re describing and how did it promote change?”

SMALL GROUP DISCUSSIONS: 20 minutes

Have various questions written on flip chart papers around the room and ask them to go to the question they would like to discuss. Once there, divide themselves into groups of three and have a conversation. Questions 1-4 will have a reading from Wheatley.

Question options: (pgs. From Wheatley to give the groups)- Brook will get this together

1. What is my faith in the future? (Mental Flight p.68-69)
2. When have I experienced good listening? (Flawless p.92-93)
3. When have I experienced working for the common good? (p.128)
4. When do I experience sacred? (p. 136)
5. In leading an organization through change, what questions are important to ask?
6. In a complex and changing organization and world, what is the most critical question that you would like to answer in regards to providing leadership for change in the organization?

WHOLE GROUP DISCUSSION: 15 minutes

JOHN&BROOK:

Possible questions:

1. What did you discover during the experience?
2. What benefits do you see from creating conversation in your organization? Any detractors?
3. How might you instill/initiate conversation in your organization and for what purpose?
4. What might be difficult about this process for a leader?

BROOK:

Read p. 158 to group