

Changing more than a name

Outstanding Leadership Programme 2020/21

Module 4: Leading Change – Saved Chat

- 08:31:34 From Miranda Beebe : Happy New Year!
- 08:31:54 From Gemma Benton : HNY everyone!
- 08:48:04 From Jo Cottell : Sorry, I ended up leaving my breakout room suddenly - nothing personal, Anita, Mel & Lisa!
- 08:49:10 From Ed Howarth : A real sense that thinking into the future is tricky at the moment
- 08:49:14 From Gemma Benton : there were some very similar reflections in our group around covid/furlough
- 08:50:47 From Miranda Beebe : We reflected a lot on the positive learnings around empathy-driven leadership and being more intentional in our conversations as we navigate the challenges / new ways of working.
- 08:52:16 From Olu Alake : Tough year, and also been a great opportunity to live our values, both personally and organisationally
- 08:52:57 From Tim Lages : I've definitely found it a little easier since doing this course in identifying leadership styles/approaches that others use and I'd like to adopt. It's given me some clearer good/bad categories for leadership and I can't wait to try some of them when the opportunities come around
- 08:56:59 From Victoria Tolmie-Loverseed : I've been listening to a podcast, **Brene Brown - Dare to Lead.**
- 08:58:33 From Sam Alford : Brene Brown is brilliant isn't she Victoria
- 09:00:02 From Joe Thompson : Whilst very challenging, I found I had more space in 2020 to be reflective, think about strategy and work on my own development as a leader.
- 09:00:22 From Susie Corfield : I have been muttering inwardly to myself a lot lately "when you're going through hell, keep going". Sometimes it's all we can ask ourselves to do.
- 09:04:57 From Olu Alake : If anyone wants poetry motivation to keep going, I recommend **Claude McKay's 'If we Must Die..'**
- 09:07:54 From Vicki Stott : Following Olu's recommendation, I'm finding **Robert Frosts 'Stopping by the Woods on a Snowy Evening'** is in my head a lot, these days.
- 09:37:11 From Jonny Whitehead : I agree with that Ann: there's a sense now of everything being up in the air so we may as well try and change lots of those hard-to-fix things we've been ignoring for ages.
- 09:38:46 From Gemma Benton : I wonder if that is because we finally have the time, and can make big change with groups of stakeholders slightly removed during the change itself, so less likely to be directly impacted during, or is there a deeper need for control in a time when control eludes us? I suspect not, but worth considering
- 09:38:49 From Ed Howarth : I agree Emily. I think, the pandemic has really shown a light on complexity, which was actually always present but maybe not recognised
- 09:39:22 From Sam Alford : As a remote worker previously for a national organisation, I would echo what Emily said about how the need for everyone to work remotely has levelled the playing field and made it more inclusive.
- 09:48:02 From Jonny Whitehead : I thought that too!
- 09:48:45 From Emily Hughes : toddler wants to know who's driving the train...
[Maggie: an excellent question! In change we're part of....is it clear who's driving the train?
Are there shifts? Wisdom of toddlers and their good coaching questions!]

- 09:49:23 From Gemma Benton : Tell her the driver is a bear called Chaos
- 09:53:37 From Tim Lages : yeah - random coffee trials are still a thing:
<https://conversational-leadership.net/randomised-coffee-trials/>
- 09:55:29 From Ed Howarth : At Power to Change we are working a lot more using agile techniques in delivery and managing change. We have also started using design thinking to help with programme development, which works well in more uncertain environments
- 09:56:41 From Tim Lages : Same here at UnLtd - we've used design thinking a lot to create buy in and work in uncertain environments. It's gone well but sometimes feels like using a sledgehammer to crack a walnut
- 09:58:44 From Emily Hughes : Is there a reference for that Maggie? I hadn't come across 'freeze and fawn' responses before, really helpful
- 09:58:57 From Ed Howarth : I know what you mean Tim, it's a lot to take on, learning the process, while trying to do it...I'm very new to it still.
- 09:59:34 From Vicki Stott : Is there a link to design thinking you could share, Tim/Ed for those of us who don't know it and might want to explore?
- 10:01:52 From Tim Lages : <https://toolbox.hyperisland.com/>
<https://www.designkit.org/methods>
- these are some of the **resources I use to facilitate design thinking sessions**. But you might need to look-up what design thinking is before you do some of these! A good resource on that can be: <https://www.drawtoast.com/> that's how I got first introduced to it along with the work of the design council
- 10:04:13 From Ed Howarth : If you are a **community business**, you could apply to join this course (free) - <https://www.powertochange.org.uk/blog/free-support-to-help-you-adapt-your-services-to-the-new-normal/>
- 10:05:10 From Ed Howarth : <https://www.designcouncil.org.uk/news-opinion/what-framework-innovation-design-councils-evolved-double-diamond>.
- 10:05:17 From Miranda Beebe : Thanks for sharing Tim and Ed.
- 10:06:49 From Ed Howarth : We have also used **design sprints** to develop services but approach with caution and warrants a sufficiently large enough project but it's very useful. All taken from the approach Google use to develop products - <https://www.gv.com/sprint/>. (Doesn't have to be 5 days!)
- 10:08:22 From Victoria Tolmie-Loverseed : **braving the wilderness** also
- 10:08:31 From Maggie Smith : We're big fans here of **Brene Brown** and Dare to Lead brings together much from her earlier books (The Gifts of Imperfection, Rising Strong and Daring Greatly) for the leadership reader
- 10:08:59 From Vicki Stott : Thank you, Tim and Ed
- 10:13:56 From Simon Laurie : Victor Frankl's quote I think is powerful: "Between the stimulus and the response is the option of Choice."
- 10:18:00 From Maggie Smith : Also for Brene Brown if you have audible, there's a recording of a weekend workshop she delivered called **The Power of Vulnerability** which really brings the first three books to life
- 10:20:10 From Maggie Smith : **Fight-flight freeze** - there's a lot about on it and we'll re-visit when we look at motivation. Susan Jeffers's book, Feel the Fear and Do It Anyway is especially good.
- 10:22:10 From Maggie Smith : Freeze is where we become paralysed by fear - to whatever extent - and unable to act. People may be in freeze who look like they're not actively engaging with change
- 10:22:41 From Maggie Smith : Fawn is how we make ourselves unthreatening
- 10:28:48 From Tim Lages : I really like that quote Simon!
- 10:31:06 From Vicki Stott : I'm really sorry, but I'm not yet in that Nirvana Maggie was describing of not having back to back Zooms, so I'm going to have to go to my next meeting. Thank you very much, everyone! It's been a fascinating morning!

- 10:31:41 From Jo Green : thank for another great session - need to dash to next zoom. will get better at spacing them out.
- 10:32:06 From Gemma Benton : thanks all- this was great! see you in 3 weeks!
- 10:32:20 From Ed Howarth : Thanks everyone.
- 10:32:30 From Mark Wilson : sorry have to leave for next meeting - great discussions
- 10:32:48 From Jennifer Griffiths : me too sorry!
- 10:32:51 From Jonny Whitehead : Only 3 weeks until the next one. Yay!
- 10:33:25 From Sam Alford : Thank you everyone, thank you Maggie and Simon and to my last breakout room colleague, sorry we got cut off!
- 10:33:27 From Victoria Tolmie-Loverseed : thank so much, it's been another great session
- 10:33:36 From Julia Weston : Really useful and interesting session Maggie and Simon, as ever, thank you. Looking forward to the next one!
- 10:33:36 From Ed Howarth : If anyone is looking to use **live chats** in their work. This event is free - <http://techforgoodsw.org.uk/events-techforgoodsw/>
- 10:33:58 From Joe Thompson : Thanks for a really engaging and helpful session!