

STOP WASTING TIME & MAKE BETTER DECISIONS

2 DAY INTRODUCTION TO DIALOGUE MAPPING MASTER CLASS

Change is hard. Getting people to understand each other and aligned on common goals is hard. High stakes decisions have to be made with scant information, brain-hurting complexity and rapidly moving goalposts. Dialogue Mapping cuts through this clutter to bring people's views together in a fraction of the time it normally takes.

DIALOGUE MAPPING 101

- » A groundbreaking method specifically designed to help groups address highly complex, "wicked" problems
- » Utilising a unique approach to visually represent a problem, Dialogue Mapping enables groups to follow discussion on a shared display and develop shared commitment to solutions that last
- » Highly effective approach that adds a new dimension to traditionally facilitated workshops such as strategic planning, product development, goal alignment, options analysis and lessons learnt
- » Pioneered by CogNexus Institute in California, Dialogue Mapping has been used in a wide variety of organisations including NASA, the World Bank, United Nations and many Australian organisations

WHY DIALOGUE MAPPING?

- » Promotes greater shared understanding of complex problems amongst participants and greater commitment to a course of action
- » Maps detailed rationale behind decision-making; maps the thinking process of the group, exploring all ideas that underpin decisions
- » Represents and clarifies diverse points of view, conflicting interpretations and goals, inconsistent information and other forms of complexity
- » Provides an opportunity for all to be heard, contributions acknowledged. Decreases interruptions, repetition and dominance of a few, leverages 'crowd wisdom' by tapping into the knowledge of all participants
- » Helps participants come up with innovative ideas and avoids jumping to simplistic answers or superficial conclusions



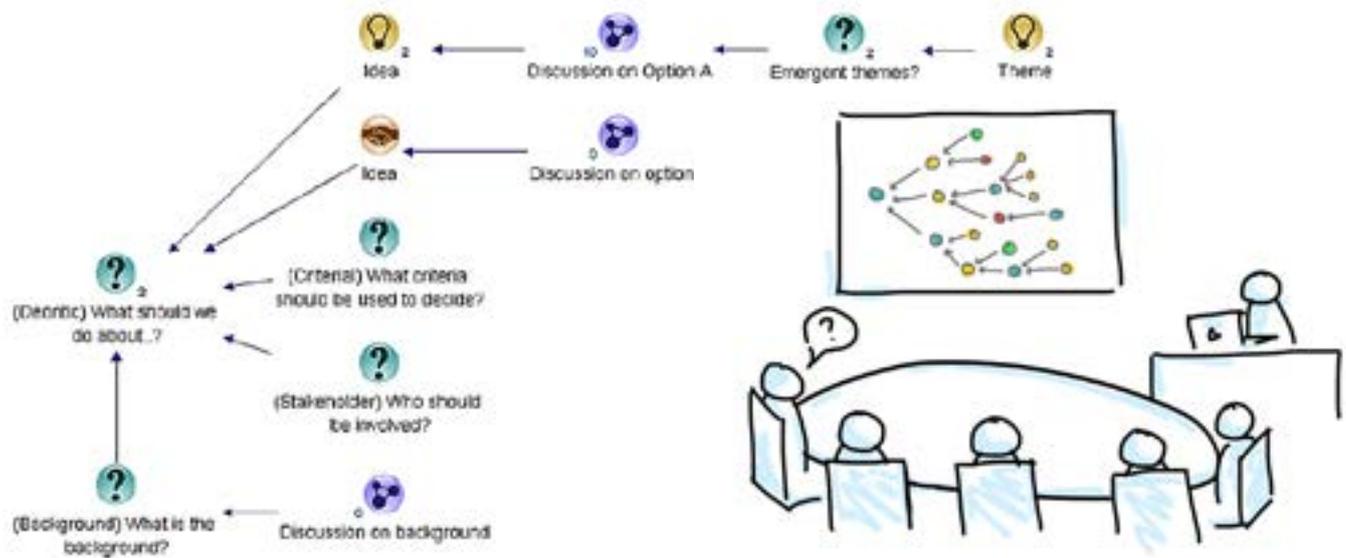
WHO SHOULD ATTEND

Those involved in complex decision making. This includes executives, management consultants, analysts, project managers, facilitators, change agents, and anyone else who wants the best out of group wisdom.

"One of the best classes I have taken (and I have been to a few)!" **Julie Lepp, Monadelphous**

"I can highly recommend this business tool for all project managers and business resources. It was a brilliant two days and I learnt new techniques which have already started to pay dividends in my professional role. This course was brilliant. The technique itself is a valuable tool for any business with multiple applications."

Leisha Velterop, Barminco



ABOUT THE MASTER CLASS

Your Place or Ours?

Private and public classes available. Contact

info@sevensigma.com.au

www.hereticsguidebooks.com

Instructor



Paul Culmsee
SEVEN SIGMA

Paul is one of only four CogNexus Certified Dialogue Mapper in the world. Outside of CogNexus, Seven Sigma is the only company in the world authorized to teach this course.

His award winning book, "The Heretic's Guide to Best Practices: The Reality of Managing Complex Problems in Organisations" covers case studies utilising this approach.

Aims and Outcomes

- » Revitalise strategy by enhancing the traditional approach to meetings, workshops and decision making
- » Recognise the characteristics of complex (wicked) problems and the tools and approaches required to enable collaborative approaches to solving them
- » Frame questions that can guide and accelerate the problem solving process
- » Mobilise diverse groups to perform critical analysis in dynamic situations, ensuring all voices are heard without bias and making that critical thinking visible
- » Create breakthroughs in understanding by creating clear, coherent and inviting issue maps that enable the discovery of patterns and emerging themes, keeping a group engaged and focused
- » Gain insight on how to apply this method in various scenarios based on significant real-world case studies involving methods such as Design Thinking, Open Space Technology, and Multicriterial Decision Making
- » Experience the feel of mapping live in front of a group
- » Immediately start Issue & Dialogue Mapping in your work and life; the class will focus on map building

Requirements

This class will be hands on - please bring your own laptop with the Compendium software installed.

Duration: 2 days, with take home activity after the first day

"I was fortunate enough to be trained by Paul Culmsee on Dialogue Mapping several years ago. As a workshop facilitation and sensemaking tool, it is without equal. It is also great for capturing and sharing tacit knowledge and simplifying complex documents making them easier to understand and faster to navigate."

Peter Schmidt, Microsoft

PROGRAM

Day 1

8:45 - 9:00	Registration
9:00 - 10:15am	Module 1 - Wicked Problems and Organisational Problem Solving <ul style="list-style-type: none">» Introduction and overview» Activity: How good is your memory?» Understanding the real role of communication in problem solving» From groupthink to diversity; from divergence to convergence» Wicked problems explained
10:15 - 10:30am	Morning Tea
10:30 - 12:30pm	Module 2 - Understanding IBIS and Dialogue Mapping <ul style="list-style-type: none">» Exploring the language of Dialogue Mapping - IBIS» Mapping for the first time Module 3 - Getting to Know Compendium <ul style="list-style-type: none">» Introduction to basic features of Compendium» Compendium mapping activities
12:30 - 1:30pm	Lunch
1:30 - 3:00	Module 3 - Getting to Know Compendium (Cont.) <ul style="list-style-type: none">» Using Compendium» Introduction to root questions and their purpose» Compendium mapping activities
3:00 - 3:15pm	Afternoon Tea
3:15 - 5:00pm	Module 4 - Question Types <ul style="list-style-type: none">» Exploring question types» Learning to frame questions effectively» Mapping activities» Explanation of homework activity

Day 2

9:00 - 10:15am	Module 5 - Framing Problems <ul style="list-style-type: none">» Introduction to Problem Structuring Methods (PSM)» Using PSM to structure a map template
10:15 - 10:30am	Morning Tea
10:30 - 12:30pm	Module 6 - Compendium Advanced <ul style="list-style-type: none">» Making use of advanced features of Compendium» Advanced Compendium activities
12:30 - 1:30pm	Lunch
1:30 - 3:00pm	Module 7 - Reference Mapping <ul style="list-style-type: none">» Understanding the protocol for mapping citations» Reference mapping activity: Policy Analysis
3:00 - 3:15pm	Afternoon Tea
3:15 - 5:00pm	Module 8 - From Issue to Dialogue Mapping <ul style="list-style-type: none">» Understanding the difference between Issue and Dialogue Mapping» Round robin Dialogue Mapping activities» Reflection, Review, Feedback