

Listen Engage Adapt Deliver

Unleash leadership potential in your organisation by equipping managers with the mindset and knowledge to engage with and drive positive business change

Reasons why you might be interested in this programme:

The market is changing and your customers need your organisation to innovate and find new ways of adding value.

To achieve transformational change, you recognise it has to be part of a cultural shift.

The continued success of your organisation requires teams to work together in new and more effective ways.

You need employees to deliver on their full potential, to be engaged and have the agency to act and create a positive impact.



Key benefits for participants:

Gain new insight into how to generate innovative solutions to current challenges.

Develop skills for engaging teams in new ways of working to deliver more collaboration and reduce stress.

Create an awareness of how problems are framed by our thinking and the skills to re-frame.

Build the capacity and create the conditions for action.

Programme Approach

Informative, Interactive and Emergent

This programme was originally developed within a commercial organisation going through a major transformation. It includes theory, concepts and frameworks proven to be valuable in developing leaders and enabling change in the real world of business.

We recognise that participants arrive with vast amounts of knowledge and experience. Part of the learning is in how the participants reflect and make sense of the new concepts and their existing knowledge. The coaches adapt the programme in real time with the participants to maximise the value of the learning and the experience.

It is highly interactive. Participants are invited to make sense of their current challenges in the context of the frameworks and in ways that are practical and experiential. They leave with new knowledge and a plan to apply that learning in their own leadership practice.

“We can’t solve problems by using the same kind of thinking we used to create them”
Albert Einstein

Key Themes

Using metaphors to understand organisations

Participants are introduced to several different common models of organisations and explore how they can use alternative models to reveal the potential for new solutions. A common underlying model is the organisation as a machine. People may talk of driving solutions, relying on a dashboard of metrics and fixing broken parts. Organisations contain humans that do not act or respond like machines and the machine thinking alone is limiting. A new way of thinking about organisations is needed to bring about transformational change.

People are the problem and the solution

Recent history is filled with examples of companies (Kodak, Blockbuster, Nokia) that failed because following a period of success they could not adapt and rethink how to add value in a changing market. We explore how our underlying assumptions create blind spots to the innovation needed for organisations to adapt. Participants explore their own assumptions about the world and start to see where and how these assumptions can be limiting. There will be time for practicing how to “think again” about situations and how to respond to them.

Leaving the programme, participants have a deeper awareness of how they think about their challenges and generate new ideas for action to develop their leadership practice.

Turning talk of change into action

Participants learn why change in humans can be so challenging. They explore different types of challenges using practical examples and they experience different ways of bringing about change in people and organisations.

Let's make meetings meaningful again

How effective are meetings in modern organisations and why are managers often overloaded with back-to-back meetings? If meetings could be 25% more effective how much value and time would be created in your organisation?

We explore the nature of dialogue and meetings. We identify the common traps groups fall into and how to avoid or recover from them. Participants develop skills creating meetings that are the source for new thinking and innovation.

What? So What? Now What?

Leadership is not a position. Developing leadership capability is a practical exercise, not just an intellectual one. Participants work on their own challenges through reflection and application of the frameworks.

Programme Information

Duration: 2 consecutive days or 5 x ½ day workshops

Format: In person at the same location or remotely using Zoom and Mural

Participants: Can be a mixed group (8 - 16) of managers or an intact team from the same organisation

Context: Delivered as a ‘stand-alone’ experience or as part of a wider programme of culture change

Coach / Facilitator information

Isolde Norris and David Buggie are qualified Executive and Team coaches and experienced facilitators.

They believe that organisations have the capability to make a positive impact on their employees, customers, partners and other stakeholders. This in turn leads to superior business results.

They combine real-world management experience with the latest research and insights in coaching, leadership and change to support clients in achieving sustainable change.

Contact us for a no-obligation consultation



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