ThinkFirst
Tools For Busy Knowledge Workers

An ecosystems approach to development

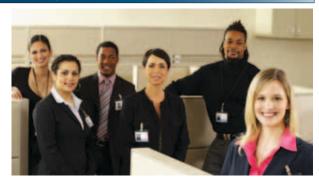# *ThinkFirst*

Tools For Busy Knowledge Workers

ThinkFirst, an 'Ecosystem' Approach

We consider each workplace as functioning like an ecosystem, with each part (or species) interconnected and impacting on all the others. To improve the workplace you need to choose the most effective element to change. The impact of each change can reach beyond the individual involved to affect the whole work ecosystem.

We don't attempt to change the whole organisation but we do help individuals and groups change the systems they work with every day.

The ThinkFirst Modules

These short modules, comprising half day workshops with small group follow-up coaching, are designed to help busy people to stop and think before they leap into action. Each module introduces a few key concepts and practical tools. The small group coaching provides an opportunity to use these tools in a real work situation. Modules are presented in three 'streams'; **A. People** with focus on individuals and teams. **C. Systems** with a focus on strategic thinking and improving work systems and the external environment. The middle stream **B. Integrated** draws both on both the others streams to then focus on leadership & change. Modules can be covered in any order after completing the foundational one: 'Understanding The Work Environment'. All modules help people build healthier workplaces (ecosystems). So *ThinkFirst for...*

A. The People Stream

A2.1 Engaged & Mindful Individuals

Target: EL1, EL2 & SES
Tools: - Psychometric and self reflection tools
- Engagement Survey

Understanding ourselves is essential for managing others effectively. This module takes a closer look at some of the tools that can be used to quickly gain personal insight.

A2.2 Effective & High Performing Teams

Target: EL1, EL2 & SES
Tools: - TMI, The Ladder of Inference
- The Worldview Arrow

This module looks at tools for helping groups of people working in teams. It adds a sociological perspective to the toolbox and considers the different roles people can take in their work relationships.

A2.3 Managing Time Realistically

Target: EL1, EL2 & SES
Tools: - The Time Window
- Cameras for catching time

This module provides an opportunity to discuss the limits of traditional time management tools and to look at a few alternative ways to manage the 'unmanageable'. We also look at the impact of space and mess on time.

B. The Integrated Stream

1.1 Understanding The Work Environment

Target: EL1, EL2 & SES
Tools: - Psychometric and self reflection tools
- Concept and Ecosystem mapping

Our foundational module; we introduce the idea of the workplace as an ecosystem, providing tools for exploring and mapping the issues people face in their work.

B2.1 A More Integrated Leadership

Target: EL1, EL2 & SES
Tools: - Leadership Style Model
- Leadership Thinking Model

Leaders wear many hats and this module provides some effective tools for switching hats quickly and appropriately. It also looks at ways of staying integrated while being pulled in many different directions.

B2.2 Great Stakeholder Management

Target: EL1, EL2 & SES
Tools: - Stakeholder Perspectives
- Stakeholder Mapping

The focus of this module is about uncovering your stakeholders perspectives on your work. It also provides an opportunity to explore solutions to the main issues participants face in managing their stakeholder relationships.

B2.3 A Better Approach To Change

Target: EL1, EL2 & SES
Tools: - Kotter's Change Model
- The change wave

The environment is changing ever more rapidly and knowledge workers need tools to help them adapt and manage the changes, rather than just react when they happen. The tools will help in understanding and negotiating change.

C. The Systems Stream

C2.1 Navigating the Future

Target: EL2 & SES
Tools: - Strategic 'Seeing' Model
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This module provides tools for strategic thinking during tough times. It is designed to improve skills in developing strategic direction and identifying critical elements in the organisation & environment.

C2.2 Developing Systems & Processes

Target: EL1, EL2 & SES
Tools: - Process Mapping
- System Maturity Model

Designed to help participants improve the critical processes in their work. This module introduces practical tools and an approach for maturing systems for operations or developing policy.

C2.3 Elective Modules

Target: EL1, EL2 & SES
Tools: - To be decided

For those organisations choosing a number of modules we can customise other programs to this same format and match the needs and interests of the participating managers.

For further information please feel free to contact us.

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