



LEARN TO SOLVE COMPLEX PROBLEMS COLLABORATIVELY & MAKE BETTER DECISIONS

2 DAY INTRODUCTION TO DIALOGUE MAPPING MASTER CLASS

DIALOGUE MAPPING 101

» A groundbreaking method specifically designed to help groups address highly complex, "wicked" problems

» Utilising a unique approach to visually representing a problem, Dialogue Mapping enables the groups to follow the 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

Audience

Those involved in highly complex projects including leaders, consultants, facilitators, strategic planners, organisational development professionals, business analysts, change agents, managers and engineers.



WHY DIALOGUE MAPPING?

» Promotes greater shared understanding of complex problems amongst participants and greater commitment to a course of action

» Maps decision and 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

» Supporting information (such as documents and images) can easily be attached to map to back up group reasoning

» Keeps participants on topic – they can see the progress of the discussion visually, the bigger picture can be absorbed better and they can appreciate the validity and value of a larger perspective

"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

Figure 1.
Issue mapping the budget decision making process



ABOUT THE MASTER CLASS

Requirements

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

Duration: 2 days, with homework after the first day

Instructor



Paul Culmsee
SEVEN SIGMA

Paul is one of only three CogNexus Certified Dialogue Mapper in the world. Outside of CogNexus, Seven Sigma is the only company in the world authorized to teach Issue Mapping.

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 rethinking 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 in the problem solving process and assist in the facilitation of those issues
- » Mobilise diverse groups to perform critical analysis in dynamic situations, ensuring all voices are heard without bias and making that critical thinking visible
- » Make better decisions by capturing all stakeholder viewpoints and rationale by using the language of IBIS and Compendium software
- » 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
- » Experience the feel of mapping live in front of a group
- » Immediately start Issue Mapping in your work and life; the class will focus on practical experience and map building



This is CogNexus Certified Class

PRIVATE AND PUBLIC CLASSES AVAILABLE

EMAIL training@sevensigma.com.au **WEB** www.issuemappingclass.com

"The holy grail of effective collaboration is in the creation of shared understanding, which is the precursor to shared commitment...the capacity to make good decisions is a part of 'group' intelligence which is derived at through shared understanding and shared commitment."

Jeff Conklin

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
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