

The Leader's Role In Transforming Crisis & Conflict

Week Five: Innovation Is Your New Norm

Christina Rowe, The Collaborative
Lisa Stokes Nicholas, Kavi Consulting Services



Recap

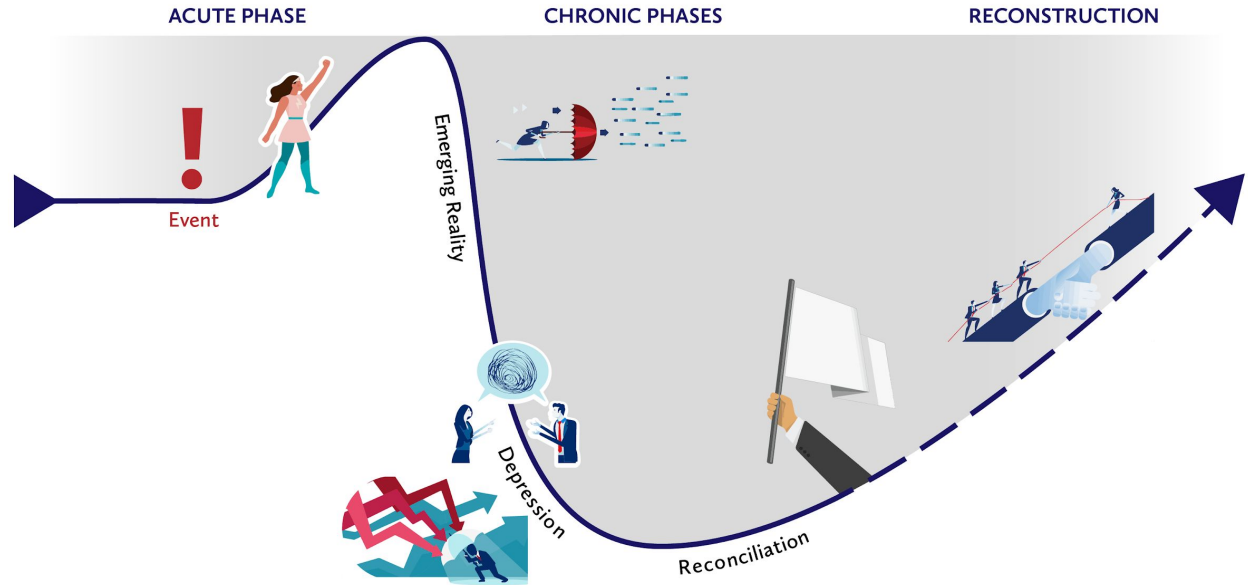
Resiliency Foundation

1. Define reality (again and again)
2. Safety, predictability & control (based on that reality)
3. Address unmet needs
4. Compassion vs empathy
5. 5 tools to leverage conflict
6. Building resiliency
7. Reopening

Today: Thriving During The Next 18 Months



The Crisis Curve

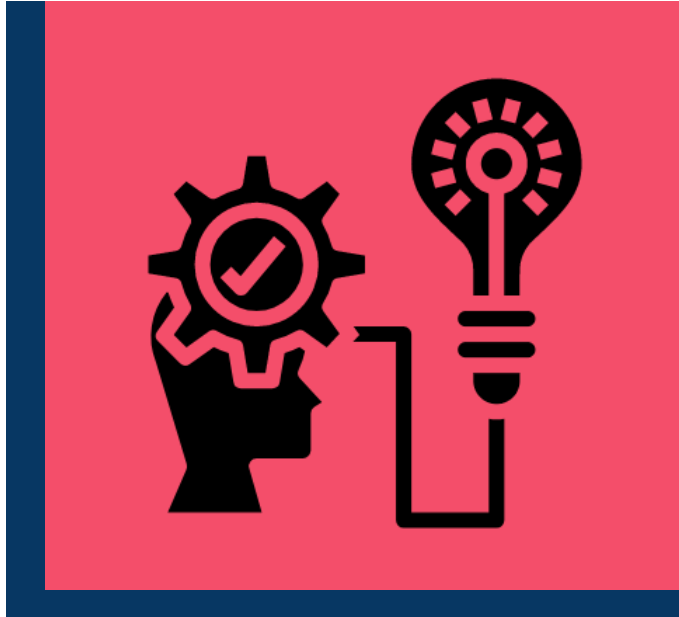


The Next Normal



1. Right information
2. Leadership
3. Innovation

1) The RIGHT Information



- Cut the noise
- Balanced
- Two way communication
- Diverse voices

2) Leadership



- ❖ Growth mindset
- ❖ The longer arc
- ❖ The plan
- ❖ Seen, heard, valued
- ❖ Reset expectations
- ❖ Metrics & goals
- ❖ Unity

3) Innovation



1. Know what is happening- how do we stay aware?
2. Who is at the table and who needs a seat?
3. What are the right questions to ask?
4. How can you change you?

Decision Making



Who & How Are as Important as What

1. Who is at the table?
2. How decisions are made?
3. Guiding questions

Critical Questions For Innovation



1. Why do we think these are still the right services?
2. How can we structure our services for flexibility?
3. How do we better leverage our resources?
4. If we want to double our revenues what is the single most important thing we must change and what should we do? (80/20)
5. What opportunities do we see for growth & improvement? What would exist if we combined our resources with another org?
6. How can we surprise and delight our clients? Community partners?

Break Outs

As a group identify:

- 1) Presenter
- 2) Takeaways

Discussion Questions:

1. Who needs to be at the table for innovative conversations in your organization?
2. What critical questions will free this team up for innovation?

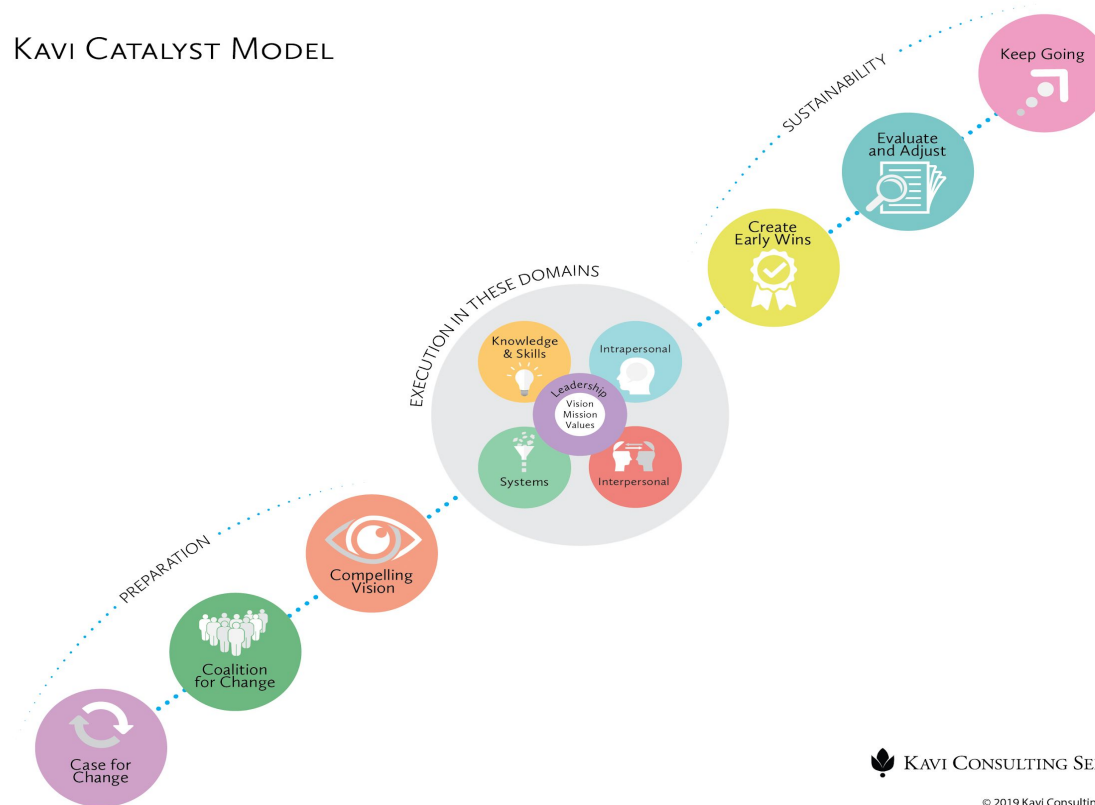


Idea Sharing

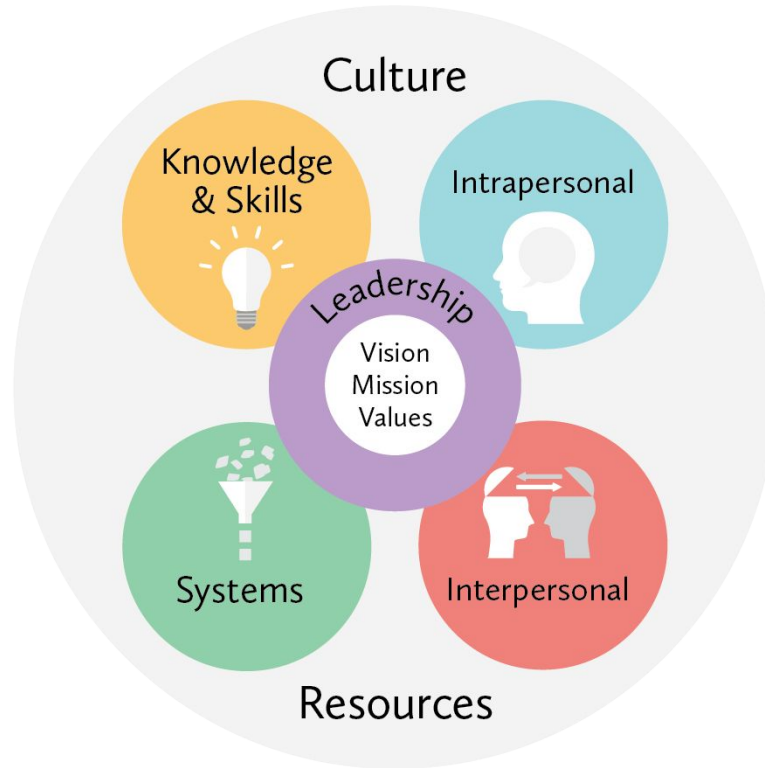


Change You - Effective Change Management

KAVI CATALYST MODEL



Change You



Change You - Systems



Systems

- People systems
- Organizational structures & systems
- Policies, procedures, processes
- Decision making structures
- Communication
- Cross-functional work
- Continuous quality improvement
- Facilities & equipment

Closing & Next Week

- Learning themes
- Check your email slides, tools, and recording
- Next Week: **Becoming Your Next Best Self**

