

CONFERENCE AUDIOS & VIDEOS

Building Collaborations to Change Our Organizations and the World: *Systems Thinking in Action*[®]

KEYNOTES

Bringing Spiritual Intelligence to Collaboration

Danah Zohar



Great collaborations are complex adaptive systems underpinned by shared vision, purpose, values, and meaning. In a far-reaching, stirring, and sometimes humorous presentation, Zohar passionately shows how we can nurture and develop our own spiritual intelligence, and so become better collaborative partners. She discusses 12 common-sense principles of spiritual transformation—including authenticity, holism, celebration of diversity, humility, and the positive use of adversity—that anyone can put into practice to enhance collaborations within their families, organizations, and communities. BEG/INT/ADV

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Communities of Learning in K–12 Education: Helping Students to Become Productive Citizens

Deborah Meier



Based on more than 30 years' experience in building communities of learning in K–12 educational settings, Deborah explores how we can create systemic conditions so that "trustworthy schools" can flourish in service of students and society as a whole. In this presentation, she outlines ways that teachers and administrators can model key interpersonal skills for children. Deborah also challenges our mental models of what a school's

purpose is and offers five habits of mind that can provide students with the critical thinking skills they need to become productive, fulfilled citizens. BEG/INT/ADV

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The Arc of Success: A Company Thrives by Reaching Beyond Its Own Boundaries

Cristiano Schena



While undergoing a dramatic turnaround of its foundering business unit, Caterpillar Brazil discovered that overcoming limits to its own growth naturally led to a deeper relationship with the urban environment in which it operated. Chris, a driving force behind the changes, describes how the company's arc of success evolved from within and was able to continue only through efforts that allied its future with the well-being of the larger community. BEG/INT/ADV

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Recipe for Success: Integrating Nonprofit and For-Profit Organizations to Uplift a Community

Melissa Abdullah, Wendy Powell, David Rome, and Julius Walls, Jr.



Launched with the goal of providing jobs in the inner city, the founders of Greyston Bakery soon learned that you can't touch one part of a system without affecting the rest. Extending their success into the community, the plucky, entrepreneurial nonprofit Greyston Foundation has soared well beyond its original mission by supporting housing, daycare, healthcare, and a computer learning center to help uplift all aspects of the lives of people who live and work in their community. BEG/INT/ADV

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Transformational Collaborations to Sustain Our Global Society

Peter Senge



Peter Senge offers a profound and moving look at how collaborations can transform us, so that as the process unfolds we discover we are not the same person we were at the start. An important aspect of the transformation is a shift from individual consciousness to systemic consciousness. Through stories of collaborative efforts focused on sustainability, Peter inspires each of us to find our own personal practice to make a

difference in our part of the world. BEG/INT/ADV

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SESSIONS

Building Community-Based Partnerships for Collaborative Action: From Toronto's Regent Park to Boston's Dudley Street

May Louie and Peter O'Donnell

Learn how the nonprofit sector has been translating organizational learning principles such as systems thinking, shared vision, and team learning into practical tools and a proven model for developing and sustaining community-based partnerships. Collaboration success stories—from local grassroots coalitions to a national health information network—illustrate how committed organizations and individuals can work together to transform their world. INT/ADV

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It's Not What a Collaboration Is, It's What It Does: Tools for Turning Collective Insight into Action

Brian Hinken

Learn how to turn breakthrough ideas into high-leverage action plans through two tools, the Double-Loop Learning Matrix and the Strategic Action Map. Used in tandem, these tools can transform unfocused, floundering groups into effective strategic-action collaborators. Apply these frameworks to your own situations to transform new insights into concrete actions. BEG/INT/ADV

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Creating Collaborative Communities Through Servant-Leadership

Ann McGee-Cooper and Gary Looper

Hear how leaders are applying servant-leadership to relinquish the need to be heroes and learn to engage the hearts and minds of workers in a community of mutual trust. Explore the changes that servant-leadership brings to individual perception and organizational practice. Practice the skills of inquiry, active listening, honoring differences, and challenging assumptions. BEG

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Knocking Down the Silos: Interorganizational Collaboration in the Criminal Justice System

Donna Canestraro, CTG

How can traditional hierarchical bureaucracies solve cross-organizational problems when they are not structured to do so? Discover how using action research and facilitated collaborative experiences can allow diverse agencies to realize the value of "just-in-time" reflection processes in providing new perspectives on collective problems. BEG

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Action Learning for Groups: Seeing New Possibilities Together

Jon Bergstrom

Experience a simple yet powerful group process for exploring complex issues that helps us surface and reframe the assumptions that are driving our current views and behavior. Learn exercises that will anchor new listening and questioning techniques for collaboration and deep reflection about real work issues and take away ideas for forming and sustaining action learning groups. BEG

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Evolving Living Strategy: Discovering the Future—Together—at ASQ

Paul Borawski and Arian Ward

Hear how the American Society for Quality (ASQ) addressed how they could make a difference in the world through a "living strategy" approach to discovering its future. Learn how your organization can find new meaning and direction through an approach to strategy development that incorporates systems thinking and collaborative dialogue. BEG/INT

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Introduction to Systems Thinking: An Overview

Ginny Wiley

Learn why systems thinking is the keystone of organizational learning. Discover ways these tools can help address the complex issues in your organization. Build a foundation of the basics, which you can use in your organization immediately.

This presentation explores the philosophy, vocabulary, and some of the tools of systems thinking and their application to organizations in ways geared to all types of learners. BEG

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Introduction to Systems Thinking: A Look at the Archetypes

Ginny Wiley

Systems thinking—seeing the underlying structures that drive our behavior and the interconnections in our world—is a key management skill for the 21st century. Learn how understanding the basic systems archetypes can help leaders unlock their organization's potential and avoid unintended consequences. This presentation introduces the systems archetypes and their application for organizations in ways geared to all types of learners. BEG

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Systems Thinking for Collaboration: The Role of Mental Models

David Peter Stroh and Michael Goodman

Learn how systems thinking enables diverse stakeholders to reframe sensitive issues such as causality, blame, and responsibility for problems. Explore how simple feedback structures, such as reinforcing and balancing loops, and mental models can be used in identifying systemic and often invisible barriers to strengthening interpersonal relationships. INT/ADV

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Systems Thinking for Collaboration: Exploring "Shifting the Burden" and "Fixes That Fail"

David Peter Stroh and Michael Goodman

Learn how systems thinking enables diverse stakeholders to reframe sensitive issues such as causality, blame, and responsibility for problems. Apply two system archetypes—Fixes That Fail (or Backfire) and Shifting the Burden—to diagnose and resolve recurring collaboration problems in organizations. INT/ADV

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Systems Thinking for Collaboration: Exploring "Tragedy of the Commons" and "Accidental Adversaries"

David Peter Stroh and Michael Goodman

Learn how systems thinking enables diverse stakeholders to reframe sensitive issues such as causality, blame, and responsibility for problems. Apply two often-under-used system archetypes—Tragedy of the Commons and Accidental Adversaries—to diagnose and resolve recurring collaboration problems in organizations. Hear examples of using systems thinking to build communities of practice. INT/ADV

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Lighting the Way: Tipping Points and the Human Side of Collective Transformation

Bill Isaacs and John Sterman

Hear about an emerging theory and practice for change that illuminates the underlying core dynamics by which organizations get stuck and suggests a path for overcoming these difficulties. Learn how to create such an approach and how to overcome the barriers that inevitably arise as you seek to do so. Explore the ways in which these processes can lead to a "tipping point," in which profound change unfolds dramatically and systemically. BEG/INT/ADV

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Using Appreciative Inquiry to Collaborate Across Organizations and Across the World

Judy Rodgers

Hear an overview of the Appreciative Inquiry (AI) process, review research that explains AI's success, and look at some examples of AI in action, including British Airways, Green Mountain Coffee Roasters, and a Global Leader's Summit at the U.N. Global Compact. Learn about a World Inquiry project to help businesses serve as an agent of world benefit. BEG

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Culture Change at Colonial Pipeline Co.: A Team Approach to Operational Excellence

Charles Alday, Craig Watson, and Michelle Boos-Stone

Discover how Colonial Pipeline, which manages a pipeline system transporting millions of gallons of petroleum products, is achieving "Operational Excellence" by using intentional collaboration to create a learning culture and build on employees' unique perspectives, talents, and ideas. Experience a variety of tools, including the World Café, Appreciative Inquiry, stocks and flows, storytelling, and creative uses of the arts. BEG/INT/ADV

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Organizing for Collaboration: Setting the Ground Rules for Working Together

Marilyn Paul

In our haste to get to work, whether with one individual or a whole group, we often forget to develop workable operating principles around things as seemingly simple as responding to e-mails and phone calls. Learn how to apply principles of organizing to your collaborative projects to substantially improve the quality of your working relationships as well as the quality of your collective results. BEG

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Strengthening Collaborations by Learning from Conflict

Phil Ramsey and Deb Ramsey

Learn critical skills for surfacing and reconciling our hidden assumptions and opposing values so that we can more effectively move from conflict to collaboration in seemingly intractable disputes. Identify leverage points for bringing together opposing values, and practice conversations that invite collaboration rather than resistance. BEG/INT/ADV

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Small Company—Big Impact! Powerfully Engaging Your Employees to Change the World

Carol McCarthy and Carolyn Hendrickson

Hear how McCarroll Marketing, a 30-person marketing communication company, has committed to achieving a dramatic, positive cultural shift in attitudes and behaviors about health. Learn how the organization's leaders dreamed the "big dream," engaged the workforce in the vision, intentionally collaborated with clients, and took on pro bono work to move the agenda forward nationally. INT

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ONE on ONE

Sustainable Solutions to the Challenges of Global Growth

an interview with Dennis Meadows

Most thoughtful people are deeply worried about the future of our planet. The demands we're putting on our resources are 20 percent beyond what the earth can sustainably support, and every year that number continues to rise. What can we as systems thinkers do to reverse this sobering trend that threatens to destroy life as we know it?

More than 30 years ago, Dennis Meadows and his team created a computer model to explore the consequences of growth on a finite planet. In this eye-opening vision of possible futures, he spells out the dangers, examines the ways of thinking that have

led to this critical point, and offers direction to those who are ready to become part of the solution.

The video offers a powerful way for businesses to alert their workforces to both the potentially dramatic changes ahead in the business environment and to the need for long-range planning informed by a greater understanding of complex systems. The clear explanations of the dynamics of growth and sustainable development make the video a unique resource for classrooms and for nonprofit organizations with a focus on sustainability. BEG/INT/ADV

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ONE on ONE

Senge on Leadership / Senge on Change and Learning

interviews with Peter Senge

In "Leadership," Senge speaks in plain, straight-to-the-point language about crucial leadership issues facing all organizations as they work to create the results they really care about. In "Change and Learning," he illuminates the crucial role

of learning in any successful organizational change effort and helps us understand ways to get beyond frustrating barriers to learning.

View clips of both videos at <http://www.pegasuscom.com/m2/media.html>.

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Teams That Work



True teamwork can be a powerful force for leveraging staff talent and boosting productivity. Yet, to their detriment, many organizations naively assume that just assigning individuals to work on a task together makes them a "team." They fail to take into account that it is the quality of relationships among team members that enables them to mobilize their collective intelligence and achieve unprecedented results. *Teams That Work* shows your organization how to move beyond pitfalls that can disable team performance and points the way toward a new team synergy based on openness, dialogue, and the value of diversity. BEG/INT/ADV

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Leading in a Complex World



The challenges leaders face today are greater than ever. No longer can a single leader be responsible for an organization's future. Everyone in a company, school, government agency, or community must take on the challenges and lead from their own position. But leading together in this way requires a special attitude and a special set of skills. By introducing elements of self-inquiry, collaboration, shared vision, and systems thinking,

Leading in a Complex World will inspire everyone in your organization to recognize new possibilities for leadership and achieve uncommon results. BEG/INT/ADV

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