

# Intelligent Space®

AMAZING PEOPLE

*One of the most significant change [to our organisation] has been as a result of the Leadership Tools AP introduced to the ETOMS business. "Laps" are commonplace, people understand the Star Leadership Model, KOLB and Leader's Focus, but the most overwhelming is the use of **Intelligent Space**.*

*The introduction and use of Intelligent Space, is without doubt, one of the key reasons we have been able to improve engagement and communication with a wider range of staff than in the past. To now have union negotiations with IS as an underpin is incredible. The value to the organisation through increased engagement is substantial.*

*Murray Harris - ETOMS Manager, Qantas, 2005*

## Course overview

This program introduces the key skills required to identify and achieve intelligent space in a group as well as identifying and the behaviours associated which will sustain or destroy intelligent space.

## Key benefits

Practicing Intelligent Space® provides opportunities for people to contribute, make choices and ultimately take responsibility for group decisions and outputs. When people feel that their contribution has been heard and considered, when they feel that their input is a part of the total output of the decision making process, they are more likely to engage and buy in to the result.

## Some specific outcomes include:

- Proven models for improving communication in groups throughout the organisation.
- Establishes a common language to label behaviour that creates and sustains a positive communication environment in the organisation.
- The ability to identify and resolve problems without the need to blame or justify reasons.
- Practical tips and tools for building teams by engaging in effective dialogue with your workgroup.

## Who should attend?

Teams or groups of people who find that their meetings are not achieving goals, or that they are unable to resolve conflict and achieve a win-win situation.

## Level of experience

Applicable for all individuals, teams, from the front line to the executive suite.

## Duration and format

- 1 x communication skills diagnostic
- 1 x 2 day workshop
- 1 x work place application project