

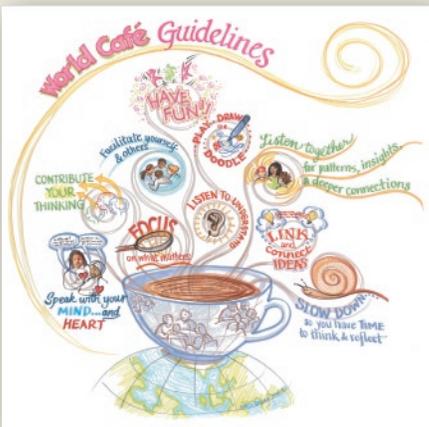
CASE STUDY #6



CANADIAN BLOOD SERVICES PROCESS DESIGN AND FACILITATION FOR LEADERSHIP CONFERENCE

Dialogue Partners was engaged to provide expert advice and coaching to build staff capacity for leadership development and to plan, design and facilitate a leadership conference with the organizational senior management team.

WHAT HAPPENED: We worked with staff to design and develop materials and methodologies for a 2.5 day leadership conference, and then facilitated the event, one day of which involved co-facilitation with renowned author Margaret Wheatley. Leadership staff were energized, enthused and rejuvenated as a result and progress was made in a number of significant areas.



Supporting staff capacity while the work took place meant trust and faith in process and ability for everyone in the organization. Addressing issues of organizational hierarchy, and supporting all participants to question assumptions and talk about the “hard issues” was key. Methodology, design and innovative facilitation techniques were used to accomplish these tasks.

THINGS WE LEARNED ALONG THE WAY: *Assisting organizations so they have the capacity to be successful:* You have one opportunity to build trust and respect with stakeholders. You have good ideas, but as an organization you may lack the experience. With a combination of planning, coaching, skill development and a small measure of trust and faith...your organization can lead these important conversations, build relationships with partners and create the capacity to be successful. Working with Canadian Blood Services has shown us time and again that commitment, leadership and values make the difference.

“Successful organizations, including the Military, have learned that the higher the risk, the more necessary it is to **engage everyone’s commitment and intelligence.**”

— Margaret J. Wheatley

OTHER WORK WITH CANADIAN BLOOD SERVICES:

- ▶ Dialogue Partners was engaged to provide expert advice and a best practices review of a public involvement plan for organ and tissue donation.
- ▶ Dialogue Partners has trained organizational staff in facilitation, group process, public participation and engagement techniques.
- ▶ Dialogue Partners has a standing offer with Canadian Blood Services for public involvement planning, design and implementation, research, facilitation, reporting and training services.

“In these troubled, uncertain times, **we don’t need more command and control;** we need better means to engage everyone’s intelligence in solving challenges and crises as they arise.”

— Margaret J. Wheatley

