

Courageous Conversations: It's Time To Talk

Moonraker are delighted to have worked with Novo Nordisk on the design, delivery and internal facilitation skills building for the launch, in the autumn of 2015, of a workshop aimed at enabling conversations to take place that:

- Addressed behavioural or performance issues
- Developed individual responsibility for development actions
- Grew a coaching mind-set for working with performance, and
- Gave a more stable organisational calibration of talent

Working in partnership with our client they launched the programme at a Facilitators' Forum. During 2016 we travelled to Buenos Aires, Sao Paulo, Dubai and Istanbul to work with internal facilitators and general managers to create and maintain momentum.

We enjoyed the genuine integrity of 'triple bottom line accounting – social, environmental and financial – reporting, and of professionally getting back in touch with the work of Daniel D. Ofman and Core Qualities (<https://www.youtube.com/watch?v=2ZHWFhHJWNM>).



Above is Nick with one of the Istanbul groups doing sterling work. Thank you for reading and get in touch if we can be of any use to you.

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Energising Potential ≈ Engaging People ≈ Enhancing Performance

Workshop Feedback & Evaluation

Rating colour code: **Gold = ≥ 90%**-**Green = 80 – 89%** **Amber = 60 – 79%**-**Red = ≤59%**

PHASE 1: REFLECT	%
I was given enough notice and information about the courageous conversations initiative.	72
The objectives of the initiative were clearly defined.	78
I found the reflective activities of Phase 1 useful in stimulating my thinking.	91
I found Activity 1 – What is a courageous conversation, a relevant activity.	82
I found Activity 2 – How aware are you of our personal leadership talents, a relevant activity.	88
I found Activity 3 – Feedback that inspires people to want to change, a relevant activity.	88
I was clear about my objectives for attending Phase 2 .	86
PHASE 2: EXPERIMENT	
The activities and reflections will help me to leverage my personal leadership with courageous conversations.	92
I am confident that I am more skilful at accessing ' employees' DNA '.	72
I can apply questioning and listening skills to maximise my impact in courageous conversations.	86
I am clear about how I can ensure personal ownership for problems and solutions.	82
I have identified my natural strengths and areas of improvement and have a range of related actions .	86
The materials used in the programme were relevant and useful.	88
The balance between theory and practice was right.	82
I was happy with the standard of facilitation.	90
The facilitator created an environment conducive to learning.	96
The facilitator created the right balance between support and challenge.	92
The pace of the workshop was appropriate.	84
PHASE 3: ACCELERATE	
The material provides a useful starting point from which to move forward.	80

I am clear about how I can make courageous conversations a more prominent part of my daily working life.	82				
OVERALL					
The venue was right for the event.	94				
This workshop met or exceeded my expectations.	88				
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<ul style="list-style-type: none"> Leverage "personal leadership" to allow mindful actions and responses Tap into "employees DNA" to provide relevant and impactful feedback? Ask curious questions to ensure I hear and use our employees' perspective Ensure personal ownership of problems and solutions through successful courageous conversations Identify strengths and areas of improvement when it comes to courageous conversations 	1	2	3	4	5
	1	2	3	4	5
	1	2	3	4	5
	1	2	3	4	5
	1	2	3	4	5

Before = 186/250 = 74%

After = 217/250 = 87%

Thank you for facilitation, it was very useful workshop. As all the material is new for me I'd prefer to have a little more theory.

Overall the two days were an intensive kick-start to get us thinking about how to link all available Novo models to be able to have courageous conversations.

I found the passion/persuasion piece very helpful and eye opening. The model shared also provided very useful framework in planning how to approach a courageous conversation. It was lovely spending the two days with Yvette and Nick and rest of IO team.

Thank you!

Great content and facilitation.

"I am confident that I am more skilful at accessing '**employees' DNA**.'" Not more skilful as I was already OK at this but I can do it in more situations.

Fantastic opportunity for our managers to further embed and practice skills and models introduced in NDMP and use them in the context of courageous conversations.

I really appreciated the framework for planning and having this up front will give a good hand rail/structure for phase two and allow everything to sit together.

Looking forward to generating ideas on the organisation culture piece to ensure sustainability.

Was very useful for me to have affiliate perspective.

As always great to work with colleagues.

The model/process for planning courageous conversations is really great. I liked how the facilitators came up with it overnight taking into account everyone's feedback and concerns. That show how professional and knowledgeable they are. Well done!

Also the overall organisation around this initiative is simply great.

Practices and exercises were very useful in order to understand the theory and application as part of our daily work.

I was able to improve my awareness but I need to continue working on that in order to move on to the next level. Now I have additional tools. Thank you!

I like the fact that the facilitators were open and honest and were flexible in managing and changing/adapting the concepts to the needs of the participants/group.