



starfish vilt
virtually engaging

STRATEGIC THINKING

VIRTUAL & FACE-TO-FACE LEARNING SURROUND ACTIVITIES

Each online virtual and face-to-face instructor led session is accompanied by pre and post work that is completed by each participant

PRE-SESSION WORK

Every participant is sent a small introduction to the concepts of the session. The idea is to get them thinking about their individual situations and how the course content relates

DIGITAL COMMONS

Extra articles, materials, videos and information is supplied through a digital online resource. In addition, participants are presented with guided questions that they have to answer in an open online forum

POST-SESSION WORK

In order to embed the learning from each session (and get participants prepared for the next session during multi-session courses), post course work and guided discussion introduced through the digital access platform

STRATEGIC THINKING

ADVANCED NEGOTIATION SKILLS

*1 vILT session or
1-day face-to-face*

OBJECTIVE

Learning how to negotiate where there are several parties involved and where negotiation takes place across cultural and regional boundaries

NEGOTIATING IN A WIDER CONTEXT

- Understand the complexity of multi-party negotiations
- Trading elements and packaging offers across several stakeholder groups
- Investigate different cultural approaches to negotiation
- Negotiating over the phone or via non-verbal means

STRATEGIC THINKING

BASICS OF NEGOTIATION SKILLS

*2 vILT sessions or
1 ½-days face-to-face*

OBJECTIVE

Learn the key format, process and terminology of negotiation. Complete an introductory course that sets the foundation for all internal and external transactional negotiations

WHAT IS NEGOTIATION?

- Understand why we negotiate
- Identify the key components of a negotiation
- Learn key terminology: NDB, ZOPA, BATNA, Walk-line
- Explore the power of the word “no” in a negotiation

USING A DEFINED PROCESS

- Understand the preparation required
- Learn how to assess the personalities of those you are negotiating with
- Define how to open, progress and close a negotiation
- Dealing with and countering tactics

STRATEGIC THINKING

BECOMING THE TRUSTED BUSINESS PARTNER

*2 vILT sessions or
1-day face-to-face*

OBJECTIVE

Create awareness amongst professionals about their role as a trusted business partner in supporting the strategic objectives of other stakeholders and departments across the organizations

WHAT IS YOUR ROLE?

- Understanding the role your department/function plays within the organization
- What is a trusted advisor/business partner?
- Analyze different behavioral styles and how they can affect partnership relationships across boundaries

BUILDING TRUST AND CREDIBILITY

- Learn about the trust equation and how to build trust with diverse stakeholders
- Understand the interpersonal skills to be able to question, listen, advise, influence, and coach across the organization
- Apply learning via case-study analysis and practical hands-on course work

STRATEGIC THINKING

DILEMMA MANAGEMENT

*1 vILT session or
½-day face-to-face*

OBJECTIVE

How to manage problems that have no solutions

DEFINING AND MANAGING A DILEMMA

- Understanding what a dilemma is
- Learning how to plot the “poles” of the dilemma
- Explore the positive and negative aspects of over focusing on each pole.
- Realize the role “early warning signs” play in managing the dilemma
- Learning how to recognize when to switch “poles”

STRATEGIC THINKING

INNOVATION FOR ALL

*2 vILT sessions or
1-day face-to-face*

OBJECTIVE

How to remove barriers to innovation and creativity, allowing individuals and teams the freedom to challenge current paradigms and thinking processes

REMOVE INNOVATION BIASES

- Understand the types of innovation
- Why innovation fails
- How to overcome the barriers to create new ideas and processes
- Creating room for innovation freedom
- Learning how to identify opportunities for innovation and creative thought

APPLYING AN INNOVATIVE MINDSET

- Analyze highly innovative organizations and teams
- Understand how to draw inspiration from success stories and apply the “adjacent possible” philosophy
- Use innovative thinking as a strategic leadership tool

STRATEGIC THINKING

PROJECT MANAGEMENT: AN INTRODUCTION

*3 vILT sessions or
1.5-day face-to-face*

OBJECTIVE

Familiarize participants with common project management terms, identify the benefits of projects, teach the concepts of project life cycles, prioritizing and setting goals, use some basic, simple planning tools, and explore charters and statements of work.

DEFINING A PROJECT

- Defining projects and project management
- The role of the project manager
- Stakeholder analysis and developing communication structures and decision rights

MANAGING A PROJECT

- Understanding a project's lifecycle
- Building a project team
- Managing the stages of a project
- Using a priority matrix to sell a project

STRATEGIC THINKING

PROJECT MANAGEMENT: AN INTRODUCTION

*3 vILT sessions or
1.5-day face-to-face*

OBJECTIVE

Familiarize participants with common project management terms, identify the benefits of projects, teach the concepts of project life cycles, prioritizing and setting goals, use some basic, simple planning tools, and explore charters and statements of work.

SETTING GOALS AND OBJECTIVES

- Setting goals with SPIRIT
- Creating an SOW
- Using a project planning worksheets
- Closing out a project
- Action planning and further information

STRATEGIC THINKING

STRATEGIC MAPPING

*2 vILT sessions or
1-day face-to-face*

OBJECTIVE

Using strategic mapping to remove complexity from communicating a strategic initiative and gain buy-in and alignment from the whole team

THE MECHANICS OF THE MAP

- Define a clear strategic focus linked to the vision, mission and purpose of the team
- Understand the core elements of a strategic map: the “four lenses”
- Learn about the interdependency of each element on the map

CREATING YOUR MAP

- Learn to plot elements of your strategic initiative on the map
- Explore how to communicate the map to a wider stakeholder group in order to gain understanding, alignment and acceptance

STRATEGIC THINKING

PROJECT MANAGEMENT: ADVANCED SKILLS

*2 vILT sessions or
1-day face-to-face*

OBJECTIVE

Enabling those who are new to project management to develop an excellent understanding of methods, processes, and the benefits of using a project management approach.

PROJECT RISKS

- Understanding risk and risk tolerance
- Learning how to reduce risk
- Exploring dilemma management

PROJECT TEAMS AND PLANNING TOOLS

- Working with project teams
- Understanding how to communicate and run project team meetings
- Understanding PERT, Gantt Charts, Network Diagrams, and Flow Charts