



LEADING WITH EMPATHY THROUGH CHANGE

Creating innovative intelligent organisations

19th Sept 2022

YOUR TAKEAWAYS

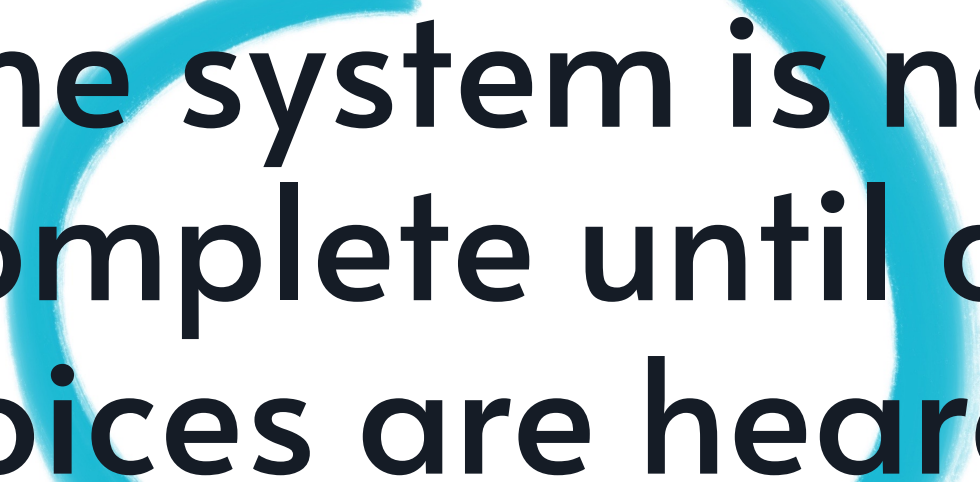
- What Relationship Systems Intelligence is and why it should matter to you
- Build understanding and empathy about the personal barriers to change and what to do about it
- Why working with the whole system is indispensable to the success of changing organisations
- The challenges of implementing Systems Leadership
- See the world a little bit **differently**

**Leadership is a shared role
not a title**



Not just for coaches





**The system is not
complete until all
voices are heard.**

Arnold Mindell



THE CHALLENGE LEADERS ARE FACING



CHANGE IS ALWAYS THERE

Build a strong
collaboration
culture

Create strong
employee
engagement

Deliver
sustainable
results

Become
more agile
or lean

Deal with pressure
and overwhelm

Be an effective
leader



Create a sense of
belonging



WE NEED A DEVELOP A NEW KIND OF
INTELLIGENCE LEADING CHANGE

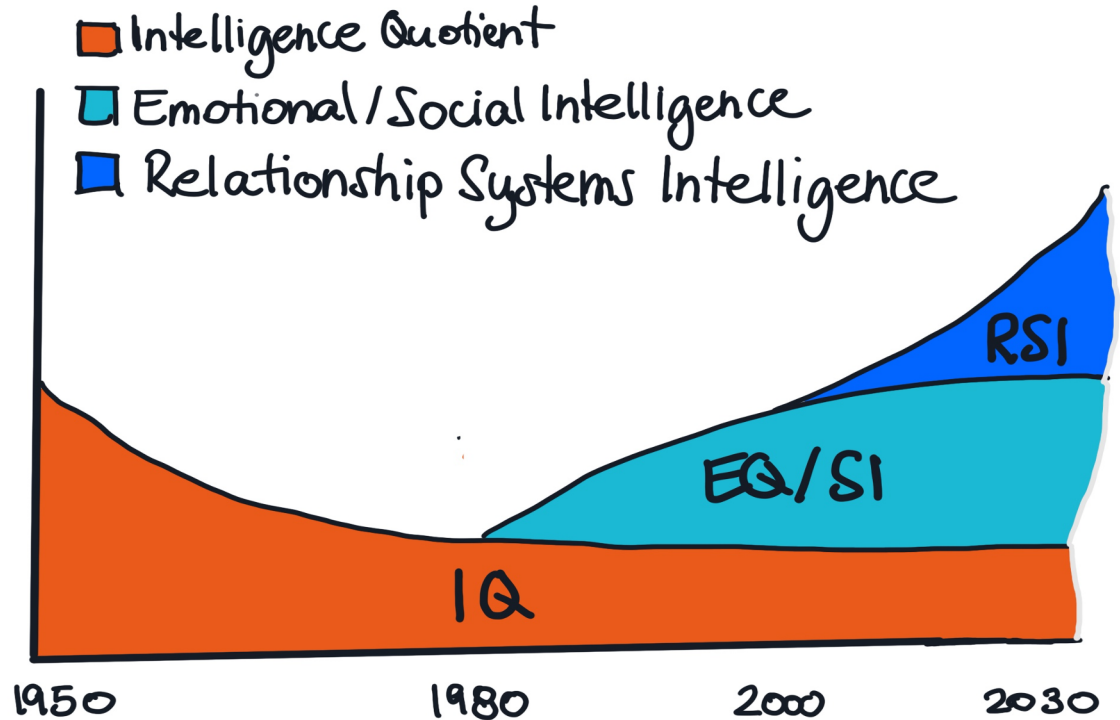
RELATIONSHIP SYSTEMS INTELLIGENCE



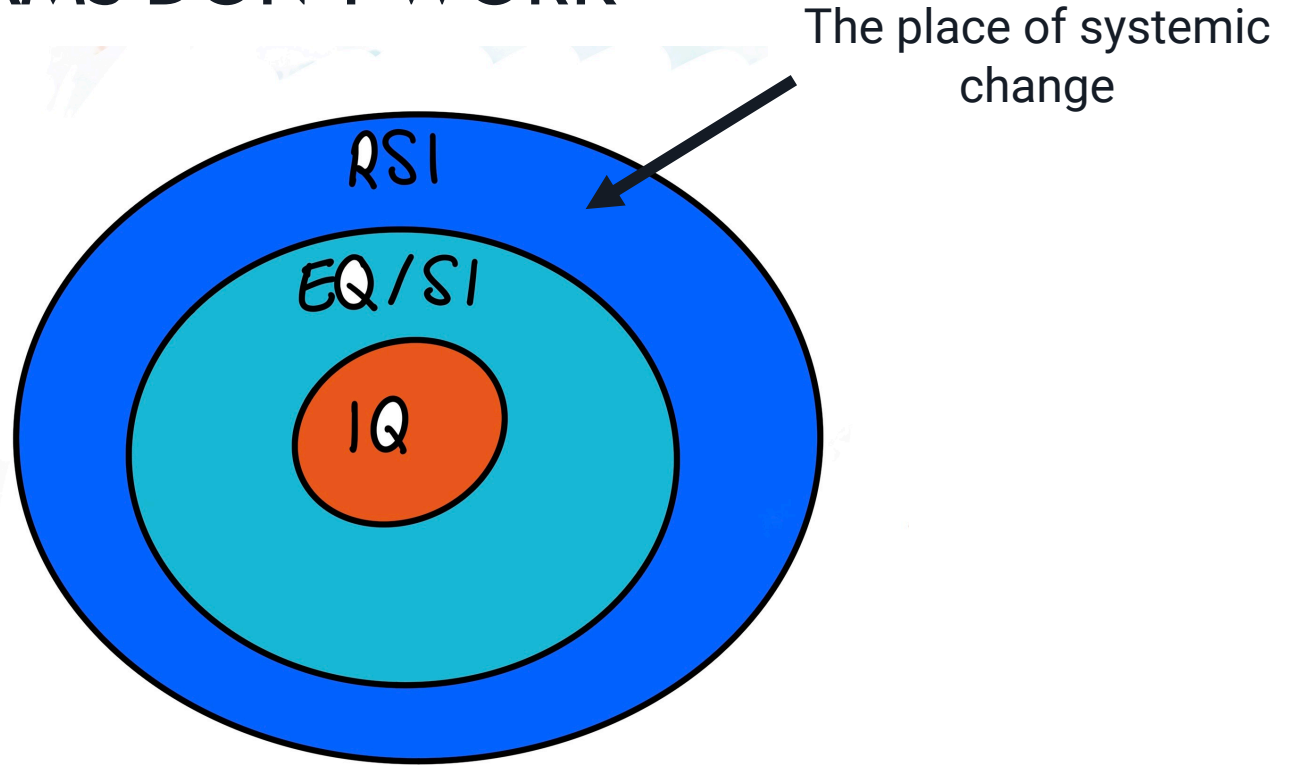
RSI is the redirection of focus from the individuals within the system, **to the whole system as an entity in itself.**

This shift in focus enables leaders, teams and organizations to move beyond personal concerns and conflicts to a **positive and generative group identity.**

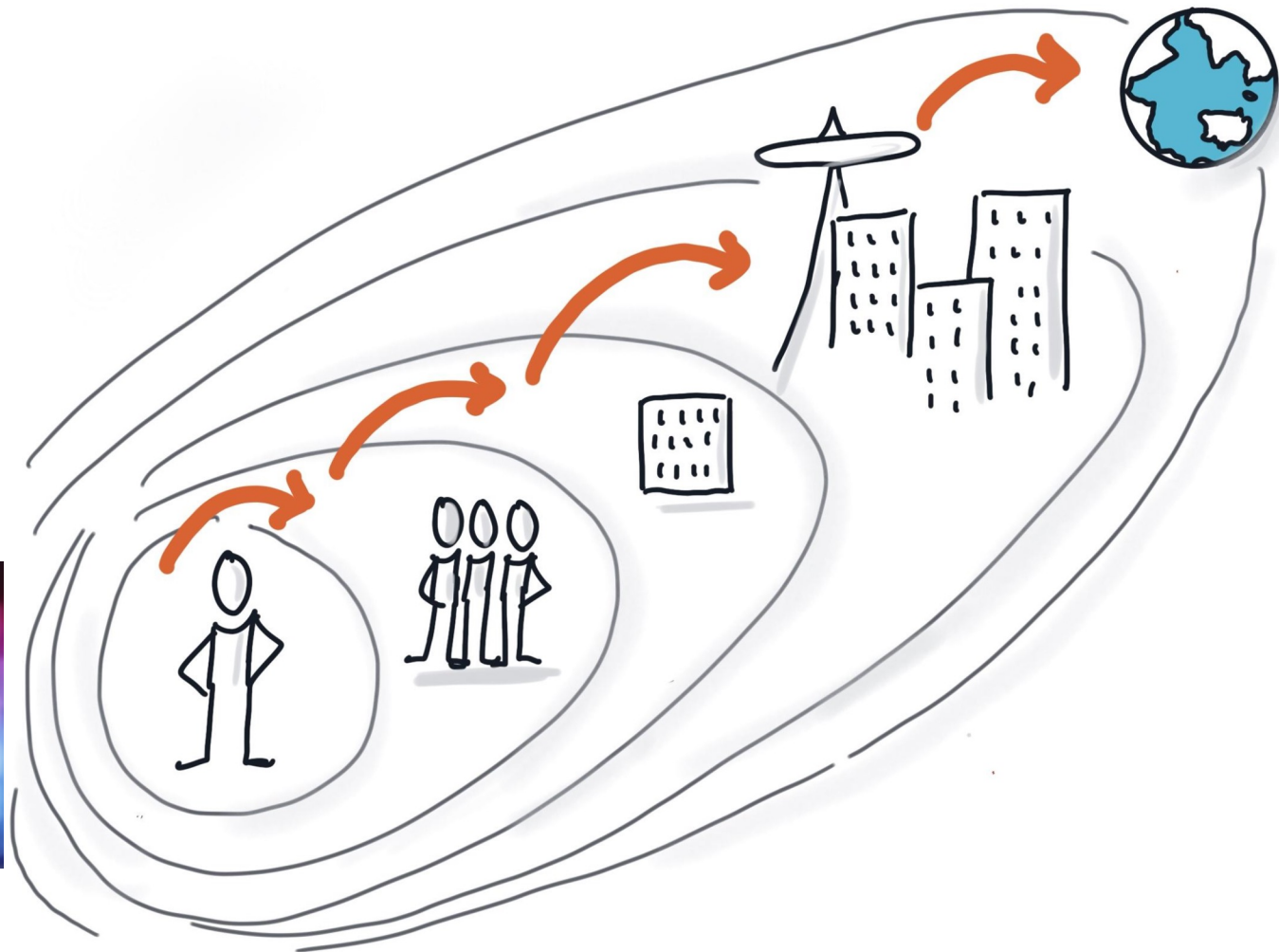
THE RISE OF RELATIONSHIP SYSTEMS INTELLIGENCE



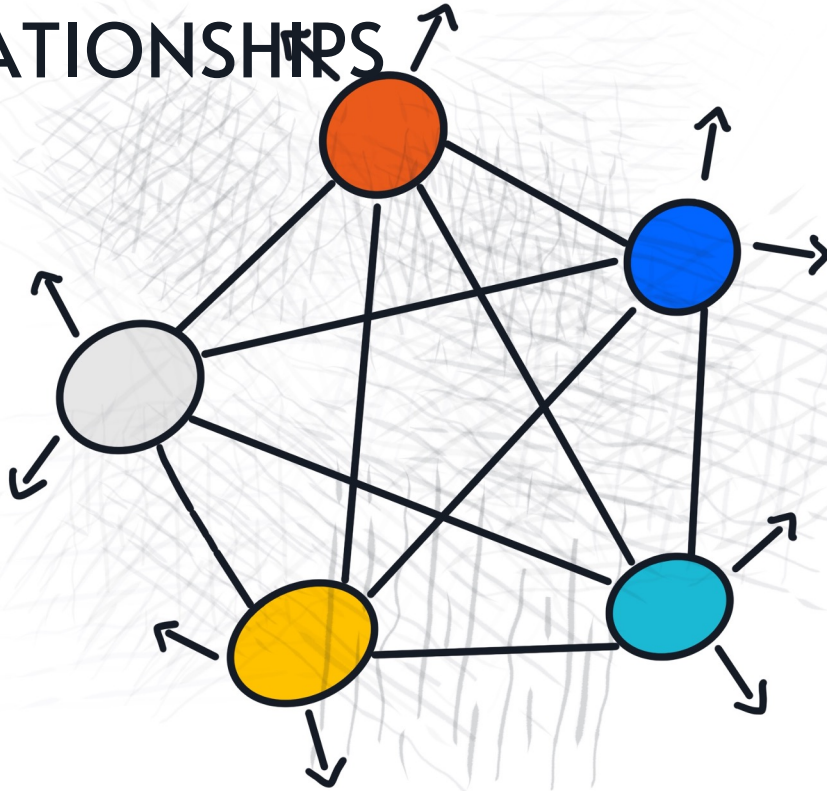
WHY YOUR LEADERSHIP DEVELOPMENT PROGRAMS DON'T WORK



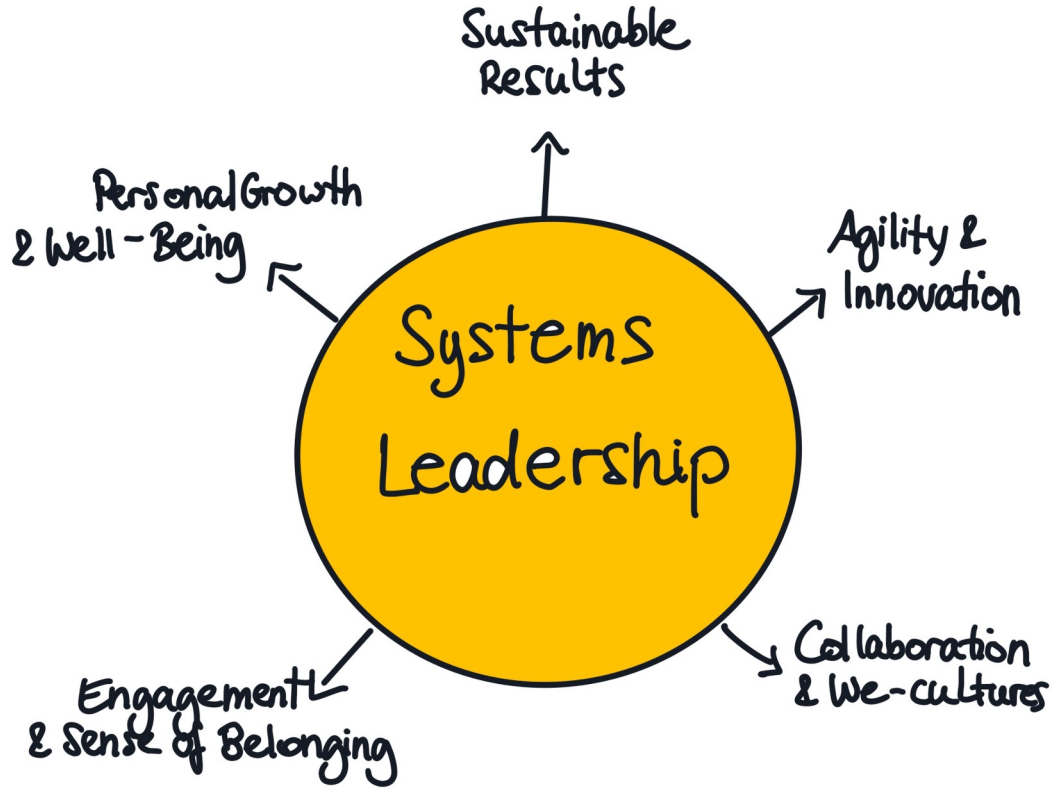
SHIFT YOUR FOCUS



THE WEB OF RELATIONSHIPS

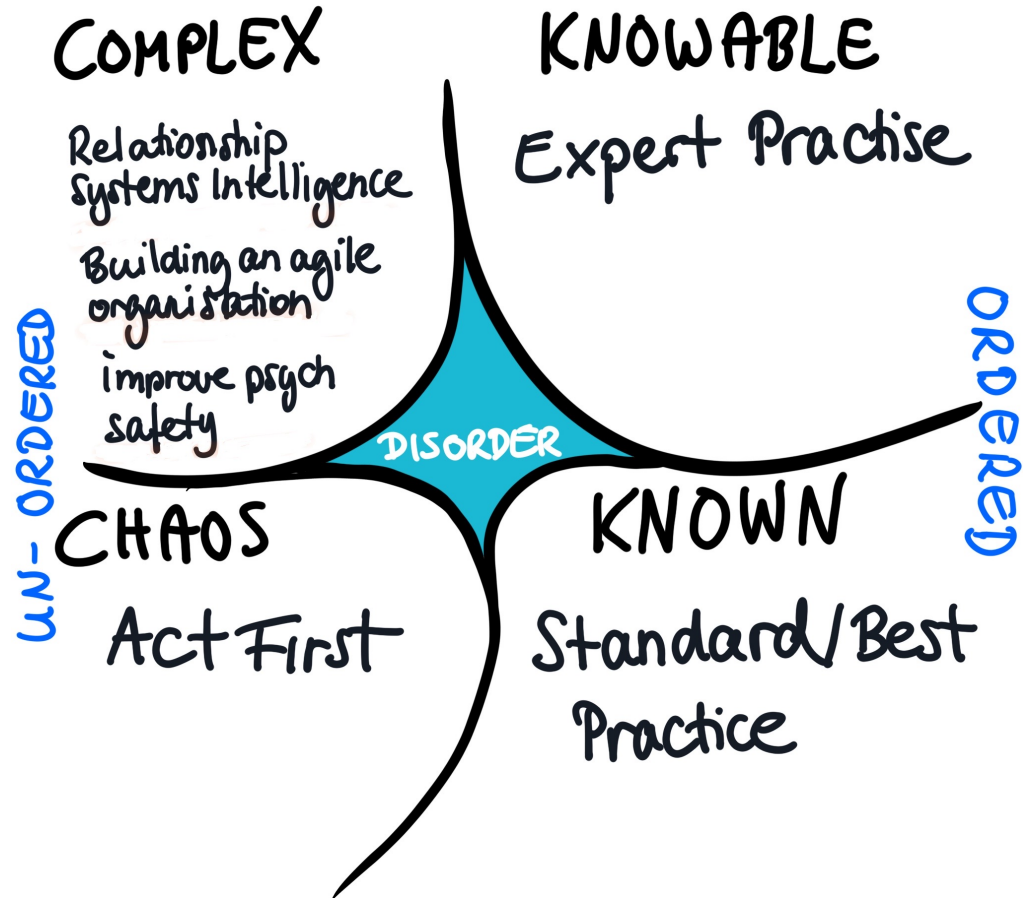


WHAT SYSTEMS LEADERSHIP INFLUENCES

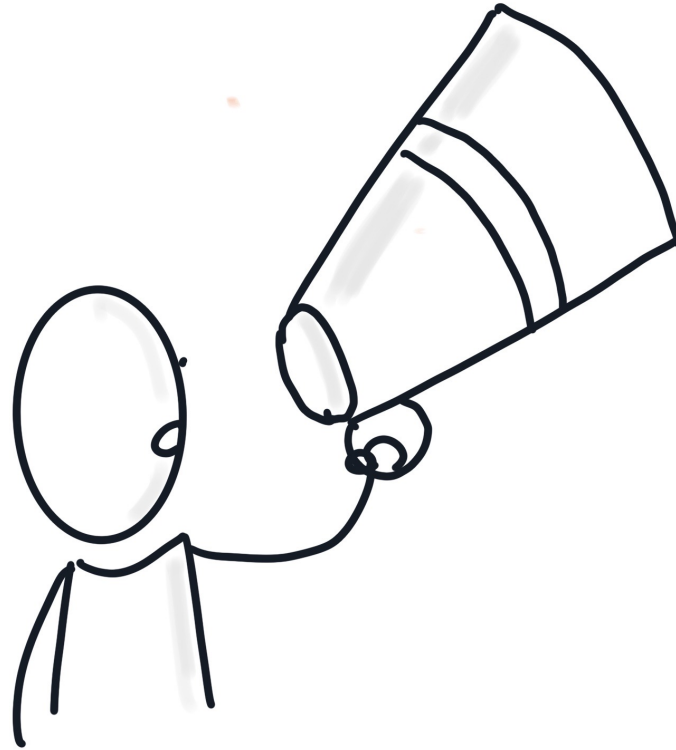


SYSTEMS LEADERSHIP AND AGILE

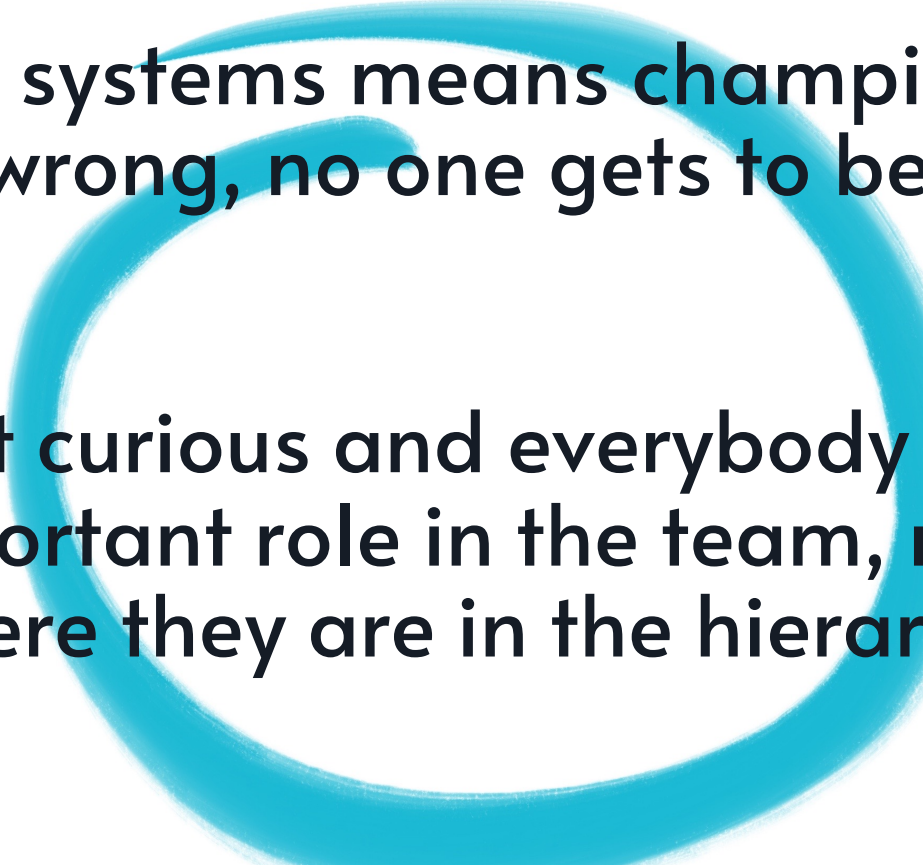
People change and
leading
transformations is
complex adaptive
work



BUILDING EMPATHY FOR THE VOICE OF THE SYSTEM



Every member of
the relationship
system is a **voice
of the system**



Leading systems means championing no one is wrong, no one gets to be wrong.

We get curious and everybody plays a very important role in the team, no matter where they are in the hierarchy.

A CEO

CROSSING THE EDGE— EMPATHY FOR CHANGING REALITIES AND IDENTITIES

Edge



Primary

What is known.
Where we are
now.

Categories of change

- Identity
- Values
- Beliefs
- Behaviours
- Mindset
- Capabilities
- Practices
- Tools
- Processes

Secondary



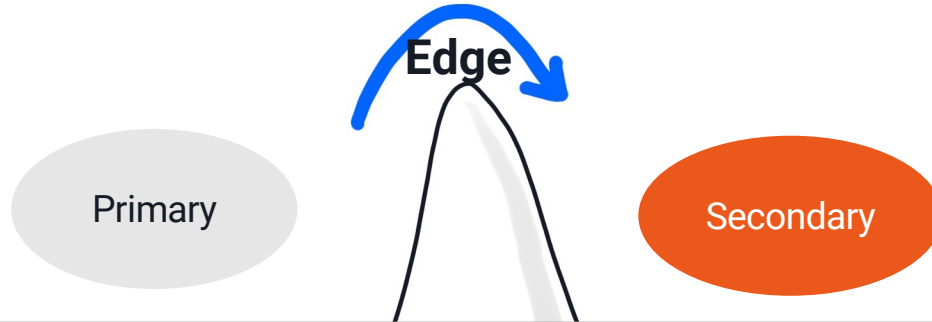
know
we are

Futures
e Futures
ng Futures



Invitation to
change

CROSSING THE EDGE – CHANGE IS AN EMOTIONAL JOURNEY



Edge Behaviour

Nervous laughter, confusion, fear - frozen, uncomfortable silence, unfinished sentences, changing the topic, frustration, anger

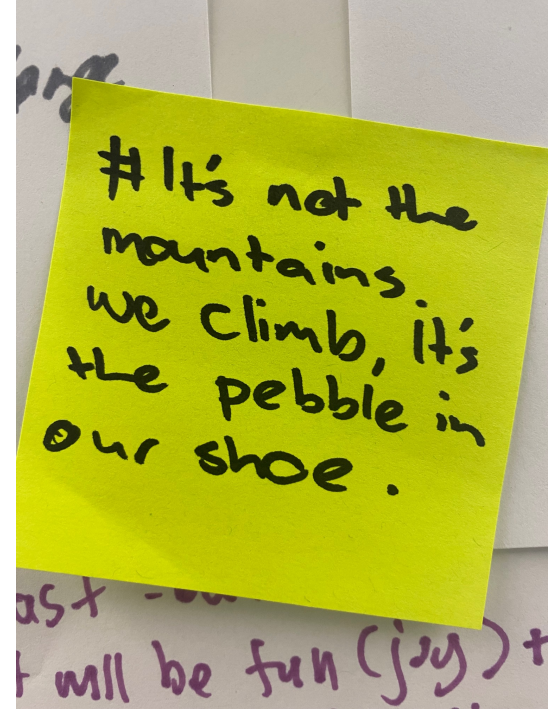
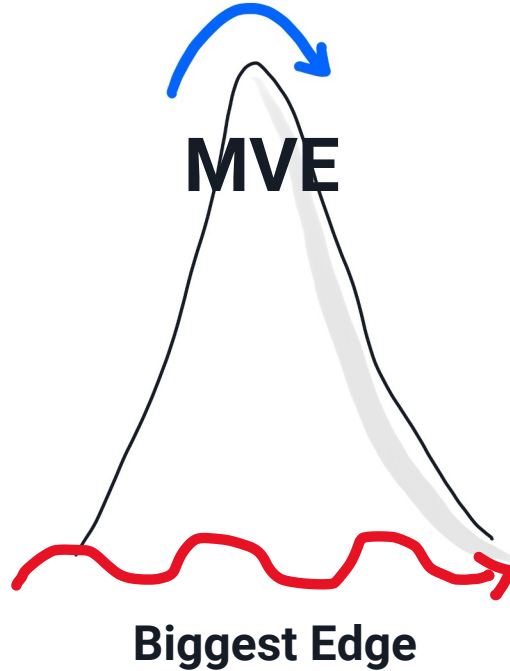
Name and normalize edges

Uncomfortable emotions

As a leader what is it that you cannot be with?

MINIMUM VIABLE EDGE

Minimum Viable Edge



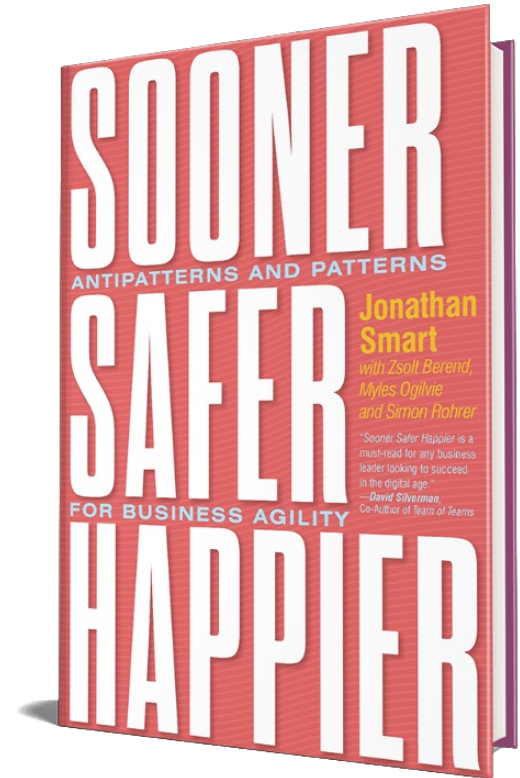
ACHIEVE BIG THROUGH SMALL

Think Big

Start Small

Learn Fast

<https://soonersaferhappier.com/>



A NOTE ABOUT CONFLICT

Conflict is an unopened packet of information

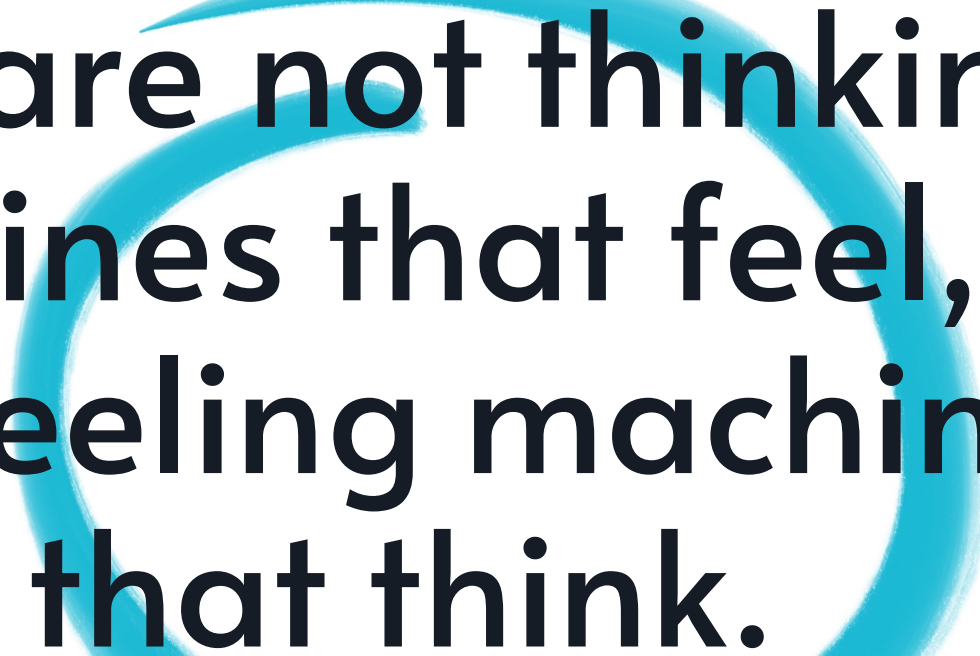


See disturbance as your ally and trigger for innovation

“People want experiences that are both personal and bottom up.”



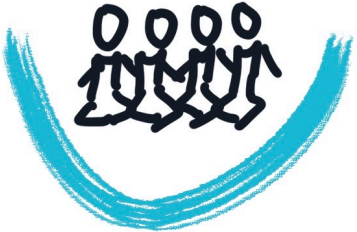
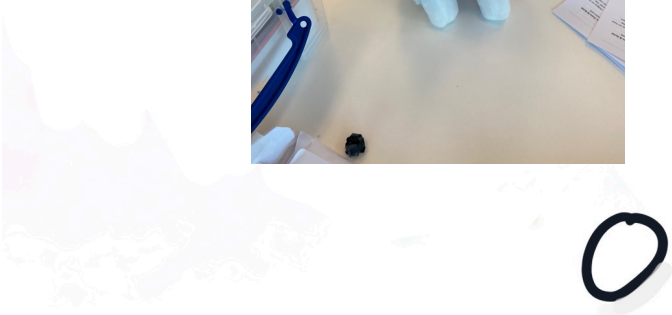
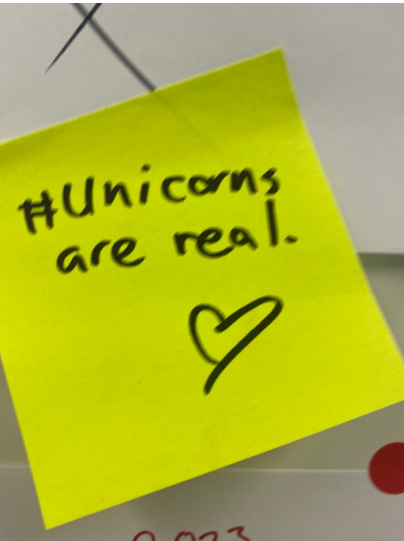
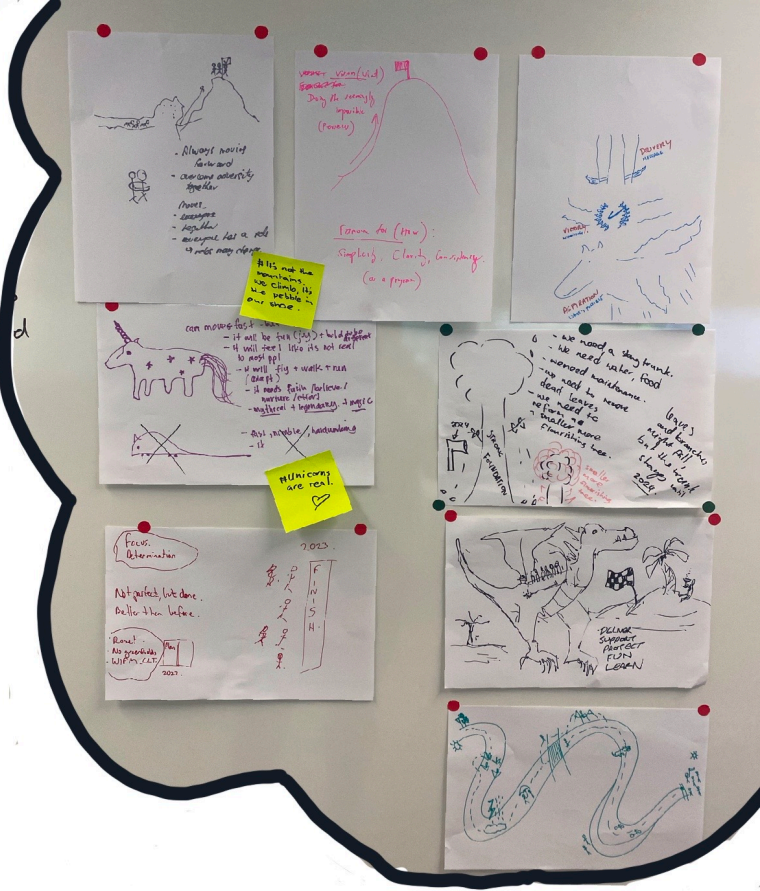




**We are not thinking
machines that feel, we
are feeling machines
that think.**

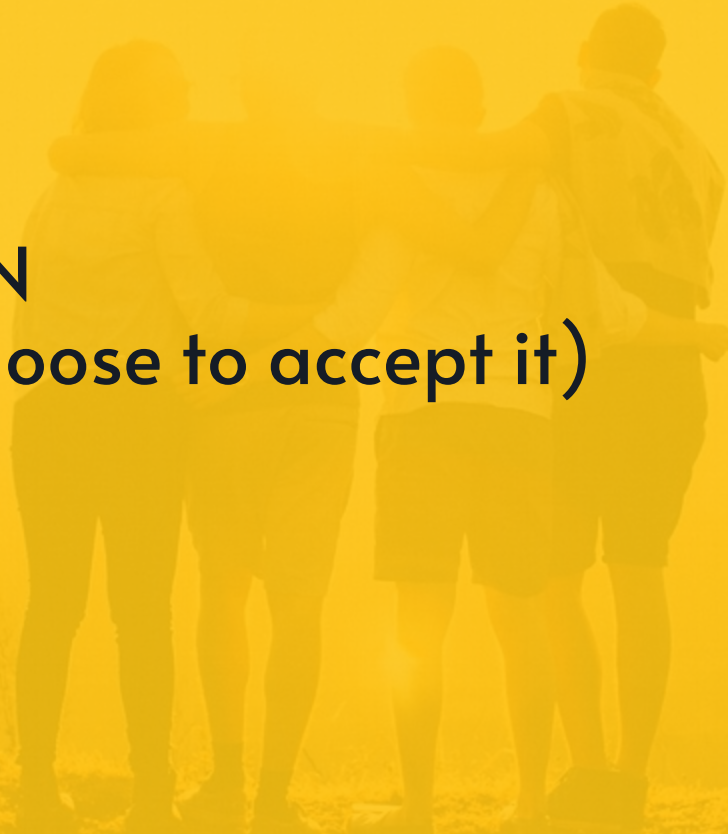
Antonio Damasio - Neuroscientist


BRINGING JOY, POSITIVITY AND STORY TELLING





YOUR MISSION
(should you choose to accept it)

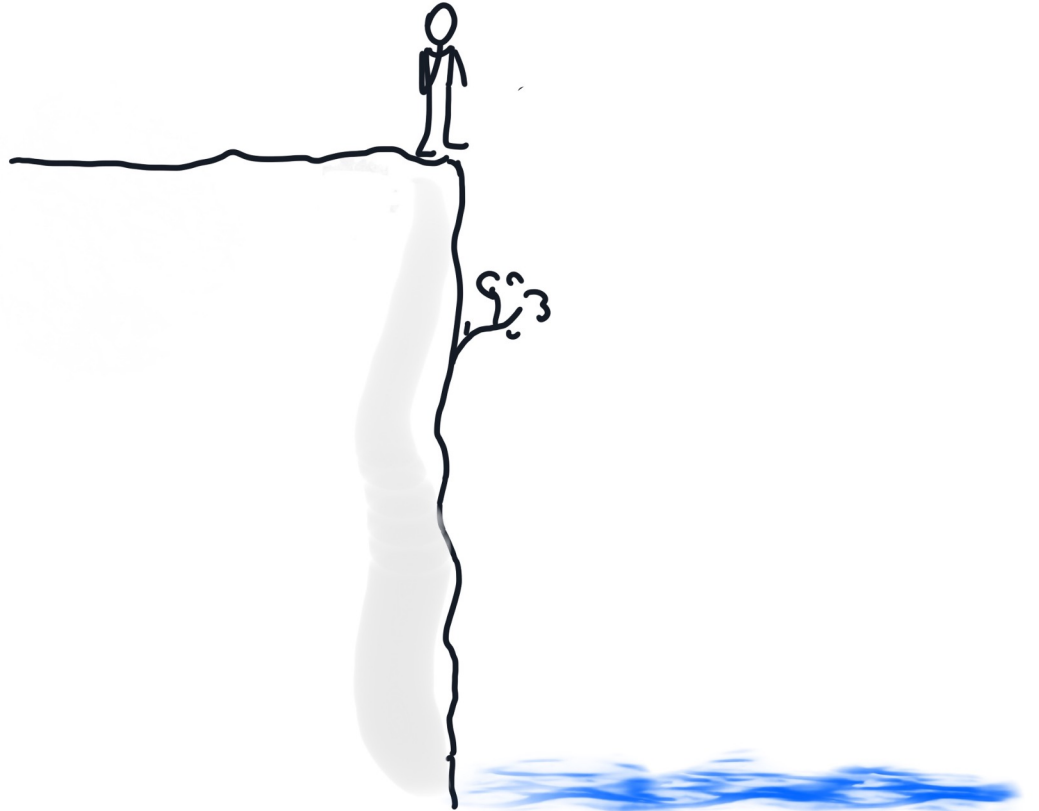




**What got you here
won't get you there.**

Marshall Goldsmith

**WHAT DO YOU NEED
TO LET GO OF TO
BECOME A SYSTEMS
LEADER?**





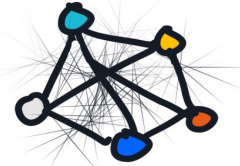
The ones with Growth Mindset say: "I want to be a better leader, show me ways of doing that.

Yet show it to me in ways that are simple so that I can apply it."

Director of Talent Management

SHIFTING FOCUS

Individual



Relationship System

Resources



Human beings

Solving Problems



Inspiring Solutions

Known



Unknown-Emergence



YOUR MISSION

- Shift your focus to the **relationship system** – sense and be curious. Expand your awareness.
- Ask different questions – **What is trying to happen?**
- See disturbance and conflict as your ally – **unpack the box.**



Sitting in the Fire

Sitting in uncertainty and not knowing is important in Systems Leadership.

Know that the system is naturally intelligent, generative and creative.

Wait for insight to emerge.

IN SUMMARY

- What Relationship Systems Intelligence is and why it should matter to you
- Build understanding and empathy about the personal barriers to change and what to do about it
- Why working with the whole system is indispensable to the success of changing organisations
- The challenges of implementing Systems Leadership
- See the world a little bit **differently**

REFERENCES

- Systems Inspired Leadership – Frank Uit de Weerd and Marita Fridjohn
- Creating Intelligent Teams – Anne Rod and Marita Fridjohn
- Marshall Goldsmith – What got you here won't get you there
- Meetup – Organisational Relationship Systems Coaching
- CRR Global <https://crrglobal.com/>

ABOUT ME



For over 20 years I've worked in corporate environments in teams distributed across the world implementing complex technology and processes. I noticed one of the key factors why people and work thrived, is how well everyone related and communicated.

I dedicated the last ten years becoming a coach, facilitator and trainer and see technology as a great enabler to bring people together on a global scale and creating a sustainable lifestyle for ourselves and our environment.

People are the heart of any organisation and my passions lie in helping them excel in their journeys.

e: Christiane@peopleoverprocess.com.au

Mb: 0402 007 295

<https://www.linkedin.com/in/christianeanderson/>

<https://www.peopleoverprocess.com.au/>



THANK YOU