



MLG 2023 – Be Part of a GREATER Culture



Birds of a Feather: Your Style



You're the:

EAGLE

More bold and decisive



You're the:

PEACOCK

More outgoing and optimistic



You're the:

OWL

More logical and wise



You're the:

DOVE

More peaceful and friendly

DOPE Bird 4 Personality Types

Which of the following best describes you as a learner?

PRAGMATIST

What do you want from this session today?

ACTIVIST

What do you want from this session today?

THEORIST

What do you want from this session today?

REFLECTOR

What do you want from this session today?

Today

What is your commitment?

To engage; to accept and respect what is shared.

The
space

What is your request?

Be on time; be present and participate

The
people

The
day



Today is not just about participating in a simulation, it's about bringing your best self.



The Organisation Workshop

Creating Partnership Across Boundaries

Partnership

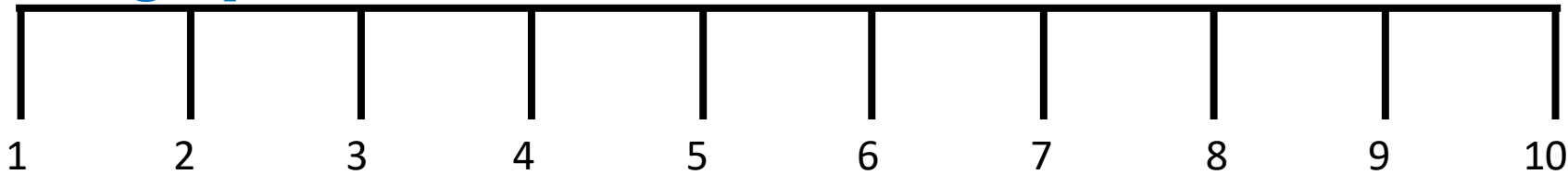
A relationship in which we are **jointly committed** to the success of whatever endeavour, process or project we are engaged in. Focusing on collaboration and empathy.



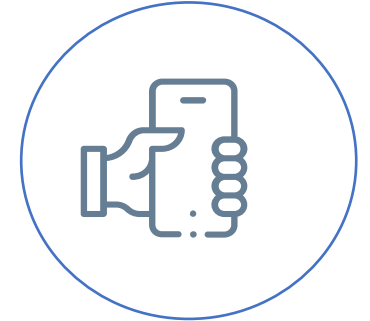
Assessing Partnership at Work

With '1' being the lowest and '10' being the highest –

How would you assess the general state of partnership and collaboration at Great Eastern Singapore?



How would you assess the general state of partnership and collaboration in your team or business unit?



Today

Introduction
and Overview

Organisation
Workshop

Reactions to
the OW

What else is
possible?

Empowerment
Strategies

Application

Customer



Customer



Top

Middle

Bottom

Customer



Customer





Elements

Transitions

Days

Reflections

Times out of Time
'TOOTs'



Exercise Schedule

- ☐ Transition
- ☐ Day One, Reflection
- ☐ Day Two, Reflection
- ☐ TOOT
- ☐ Strategic Framework
- ☐ Day Three, Reflection
- ☐ Day Four, Reflection
- ☐ TOOT
- ☐ Day Five – **End**
- ☐ Strategic Framework

Tips

Get into it

Be curious about

- Yourself
- Others
- Organisation

No Break / leaving during
TooTs and reflection



Transition

Day 1

Finishing in...

12:00



Start Stop Reset mins: 12 secs: 0 type: Finishing ▾

 Breaktime for PowerPoint by Flow Simulation Ltd.

Pin controls when stopped

Reflection



Day 2

Finishing in...

12:00



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 Breaktime for PowerPoint by Flow Simulation Ltd.

Reflection

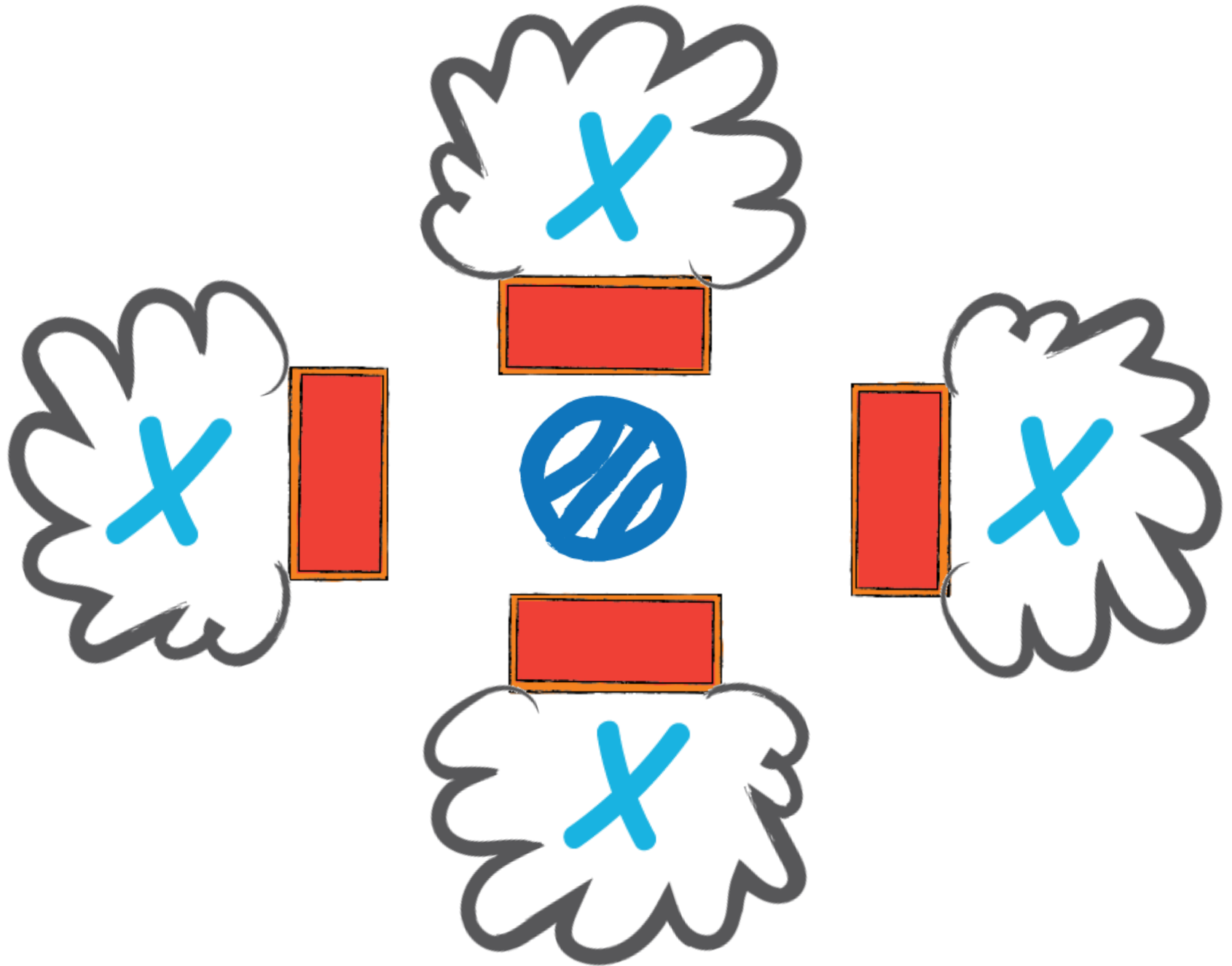


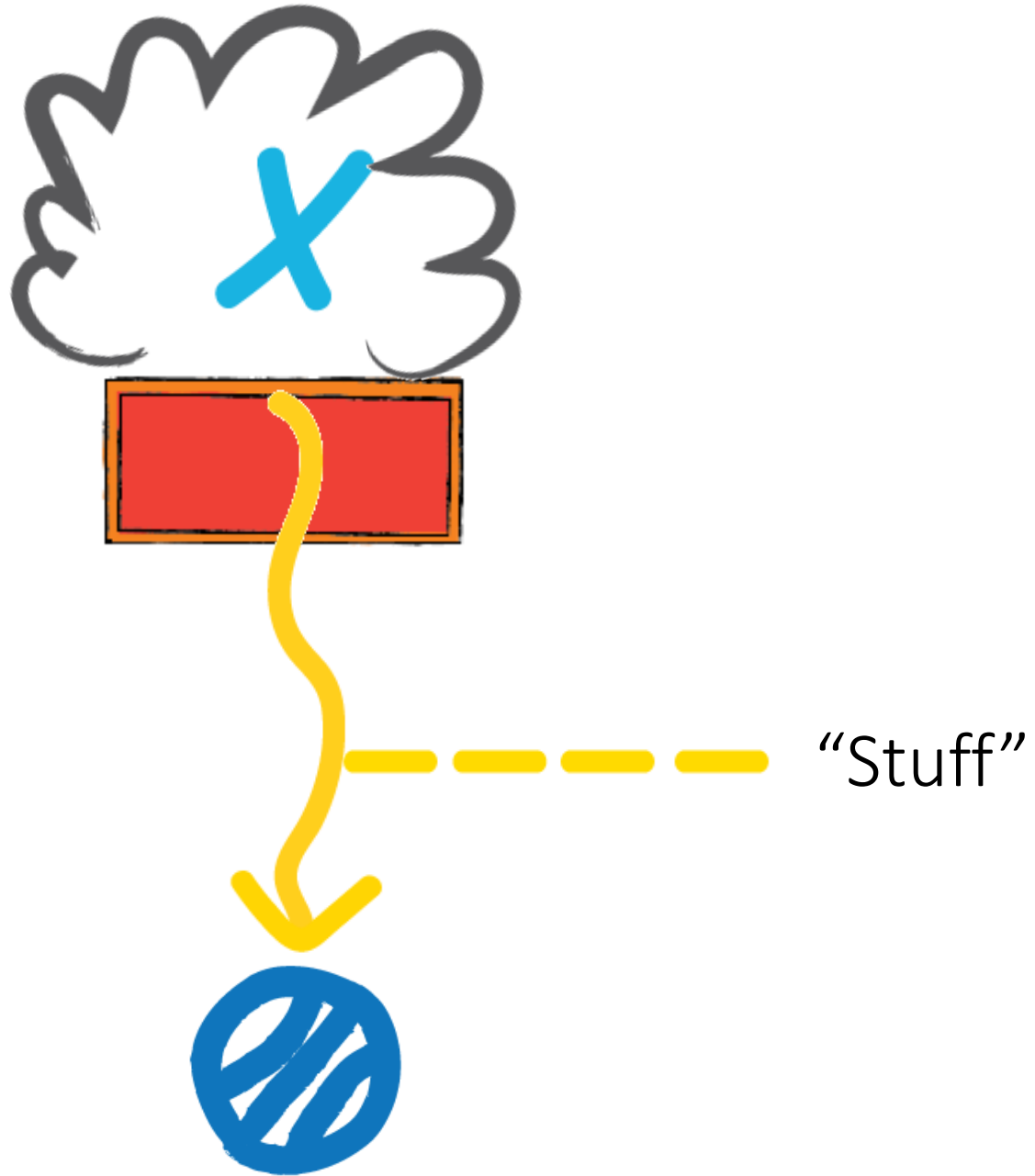
TOOTs

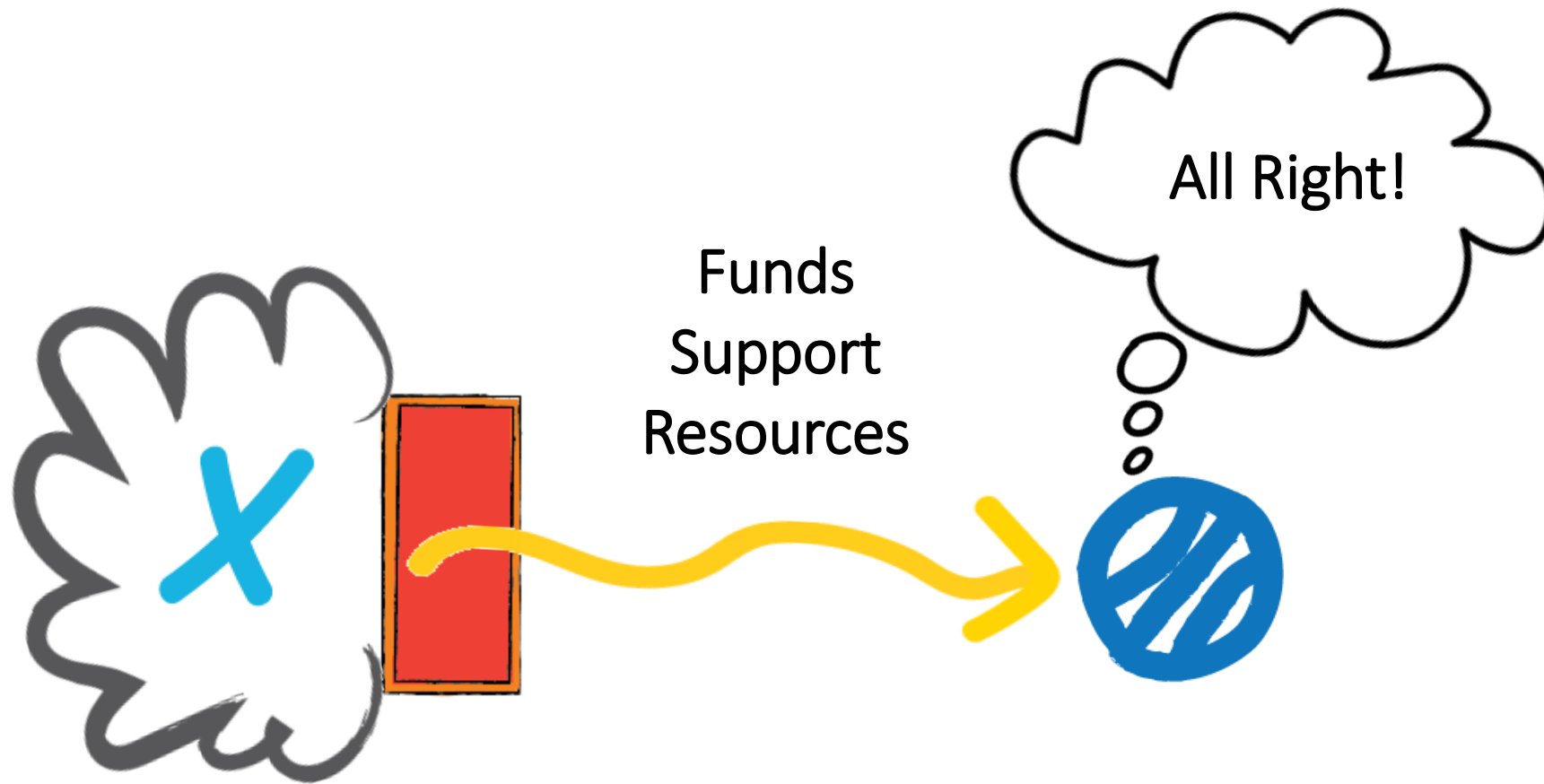
Times Out of Time

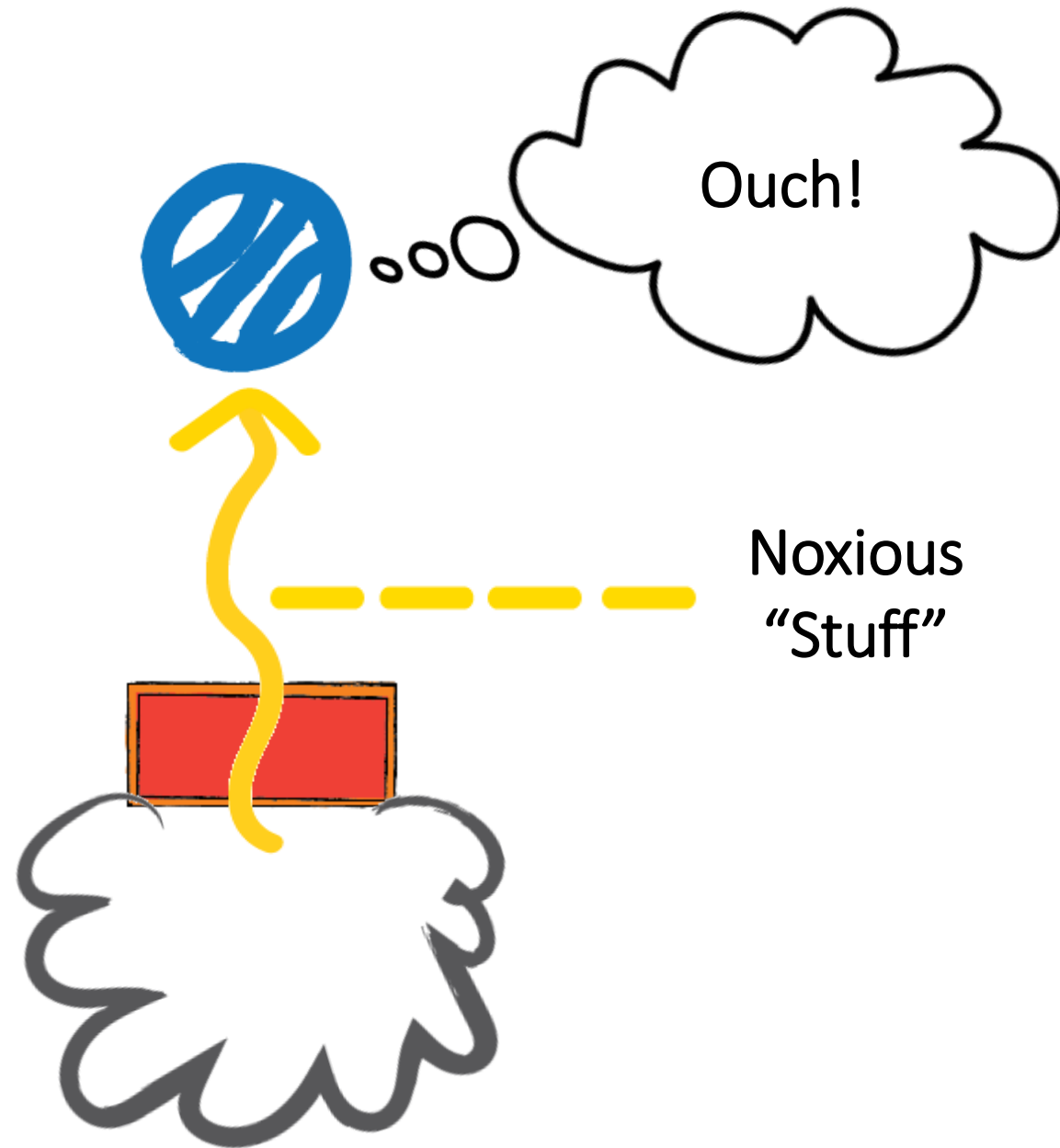
To create a setting in which **all members** of the system can become **clearer** about how the **system** is experienced from many different vantage points

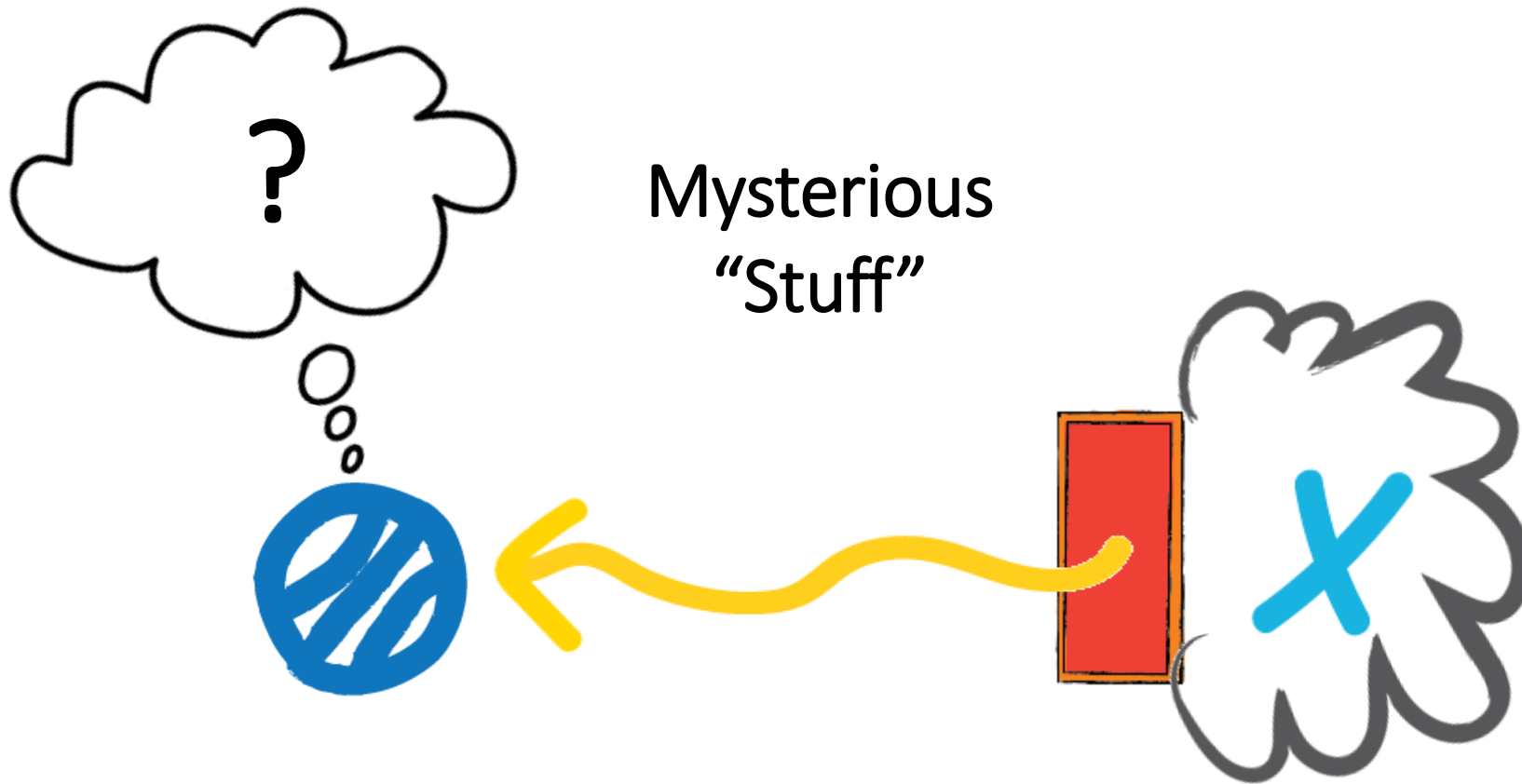


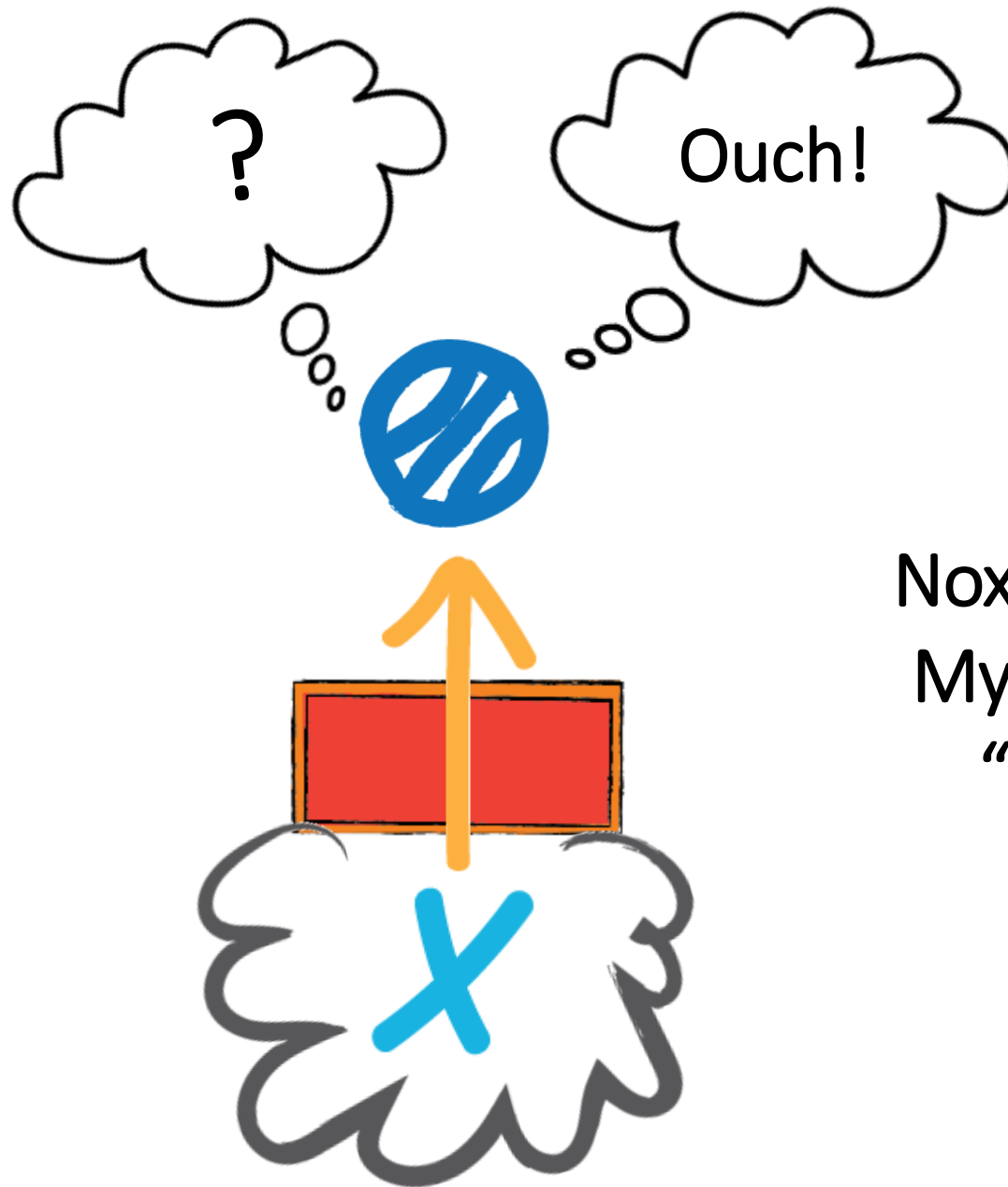




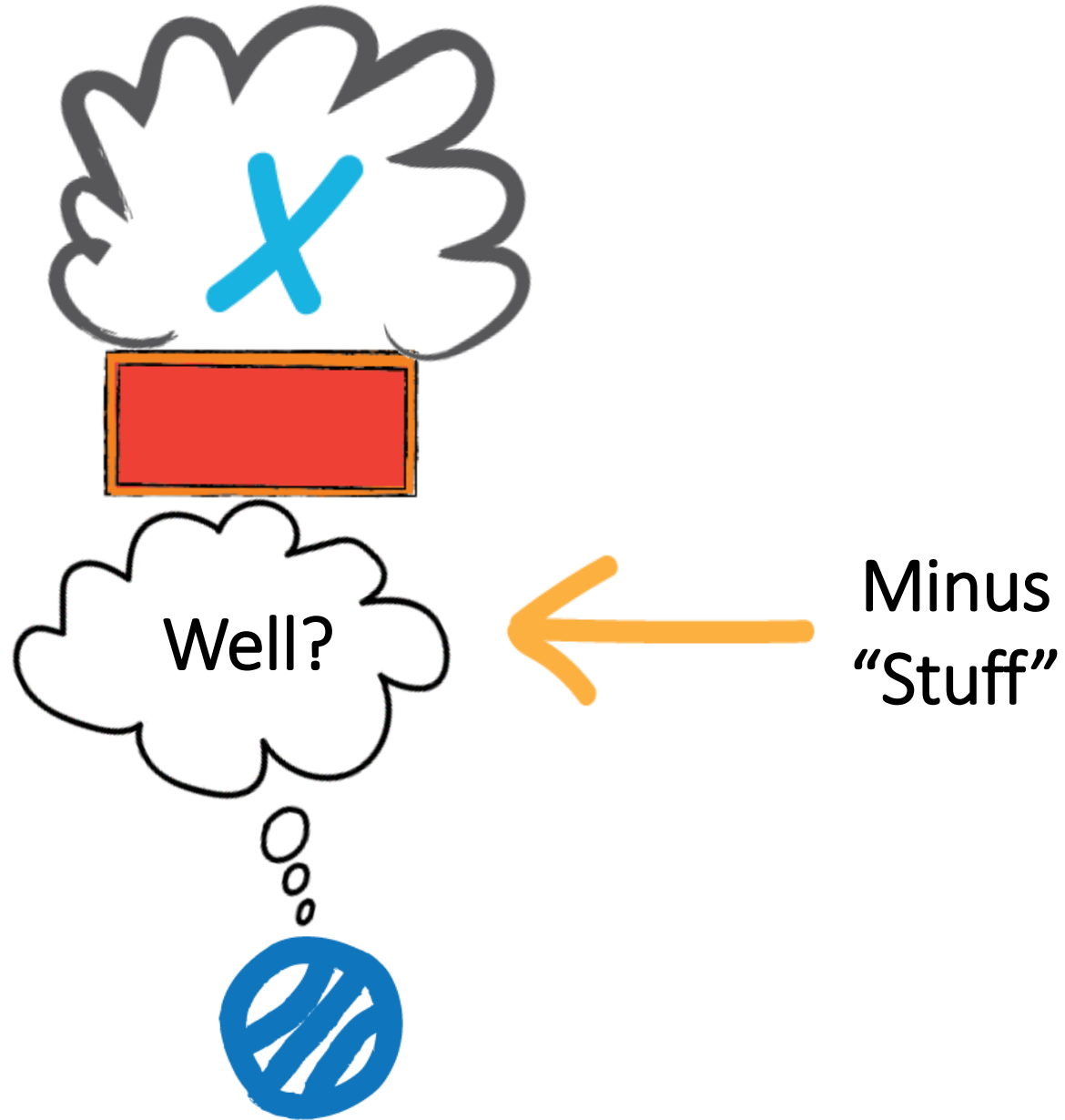


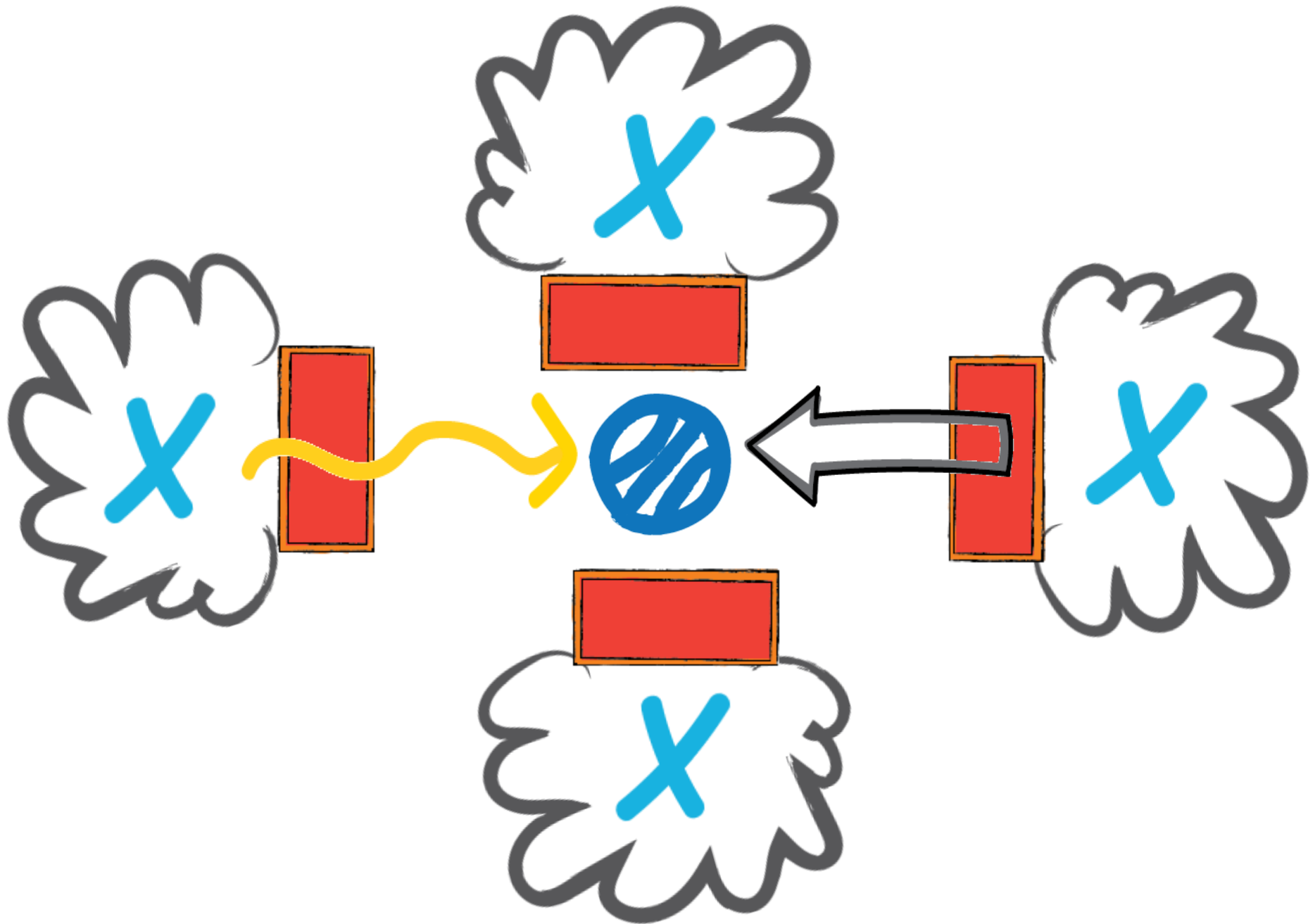


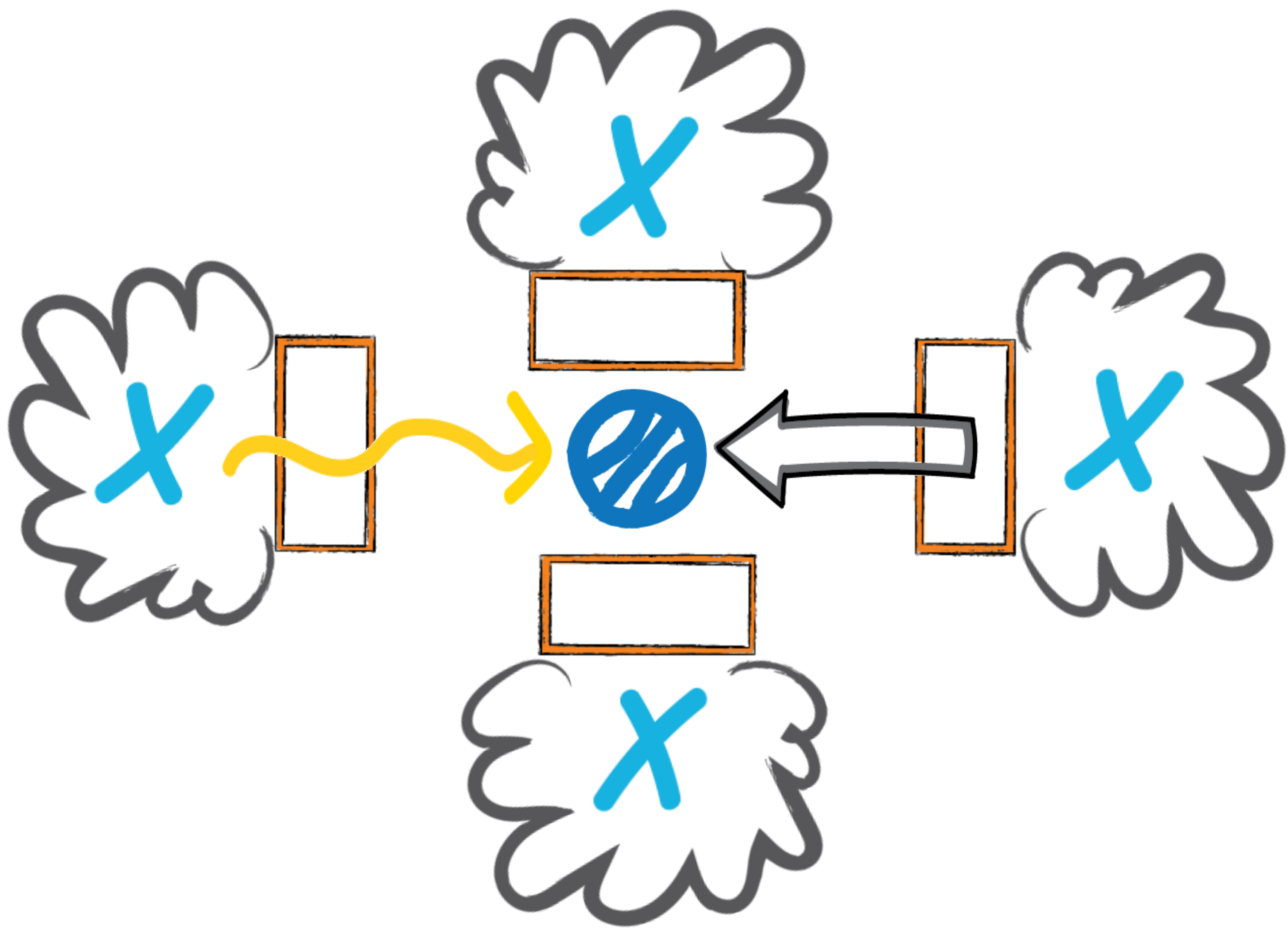




Noxious and
Mysterious
“Stuff”







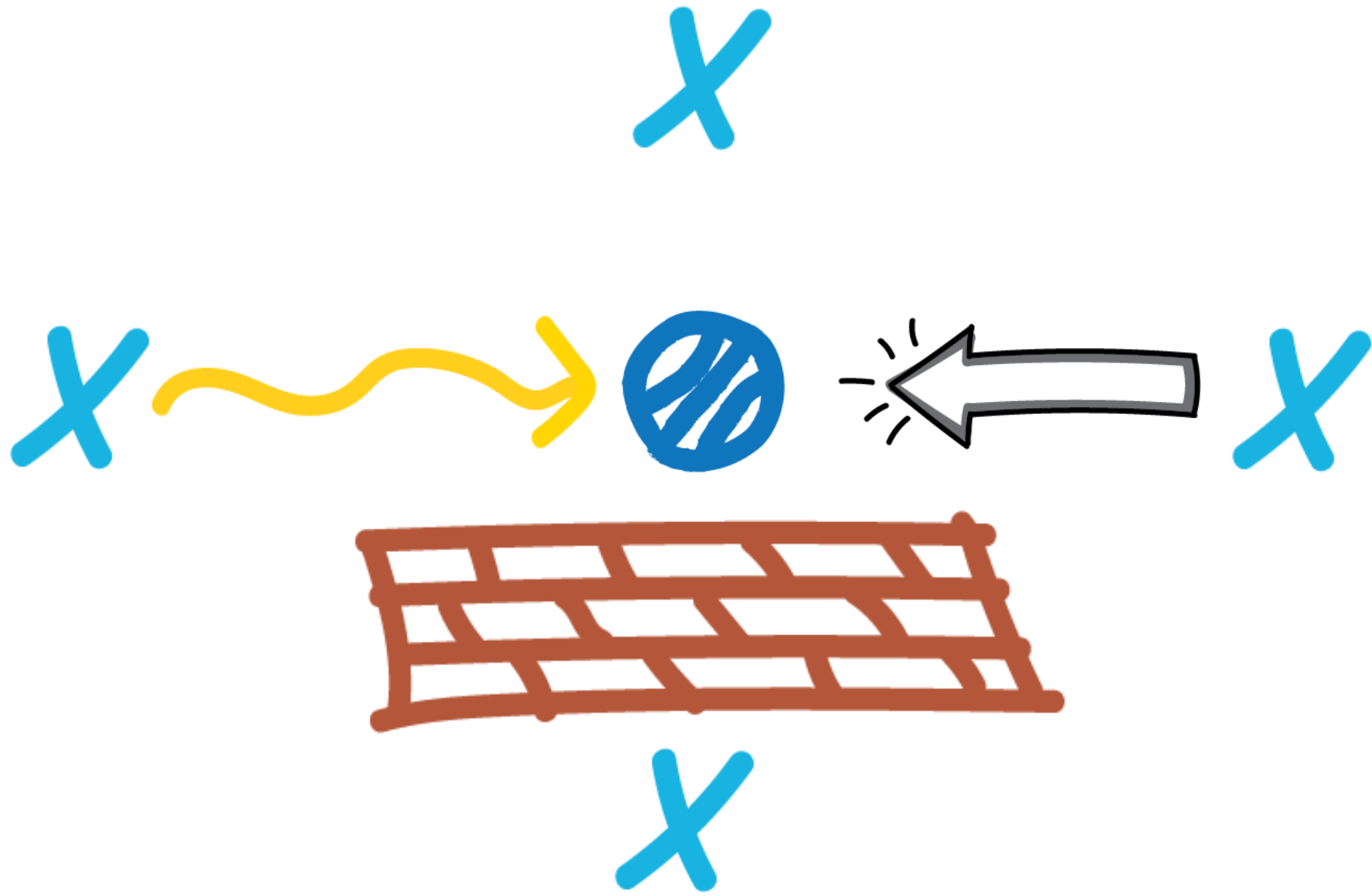
TOOT Guidelines

- Show Up
- Sit by Groups
- No Work
- Speak Through Me
- Tell the Truth
- Listen Carefully
- No Stories





Stuff Happens



Side Show



Make up a Story

Evaluate Others

- Malicious
- Insensitive
- Incompetent

Take it Personally

React

- Get Mad
- Get Even
- Withdraw

Lose Focus

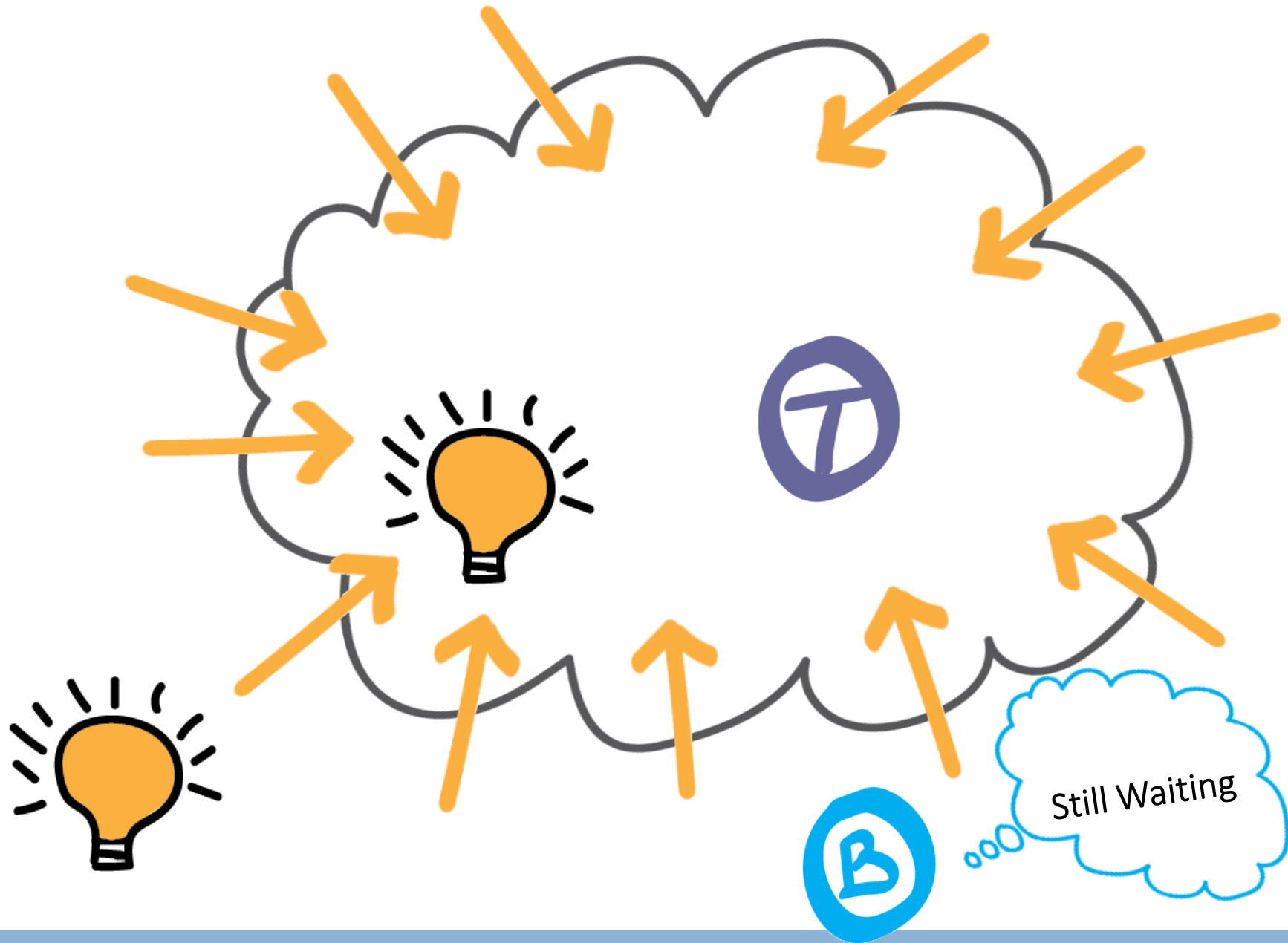
Partnership



Much that
seems
personal is
not personal







Side Show



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React

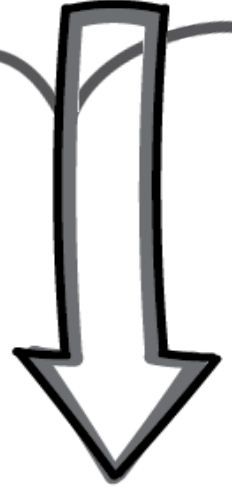
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- Withdraw

Lose Focus

Partnership

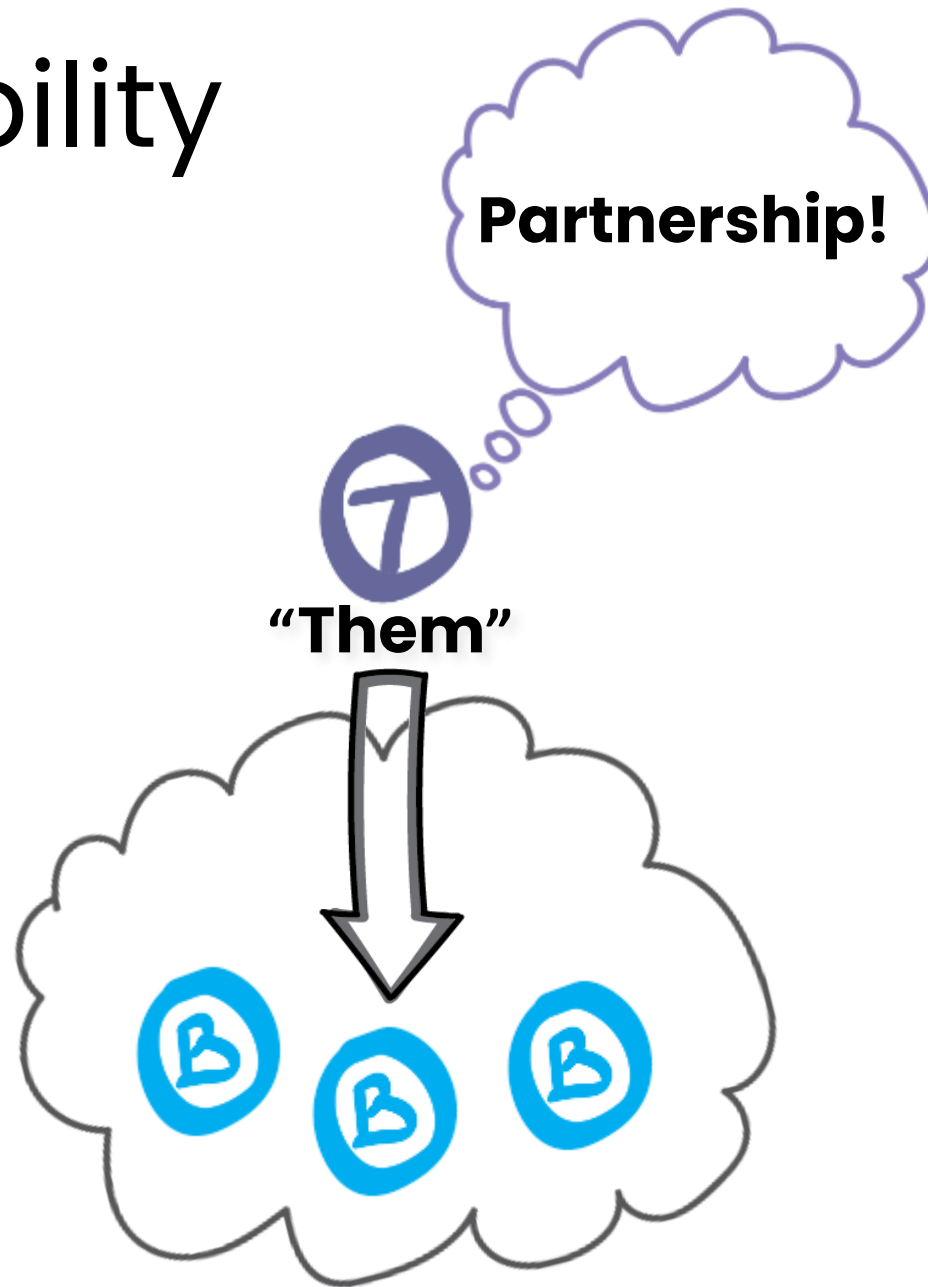
Bottom World

“Them”

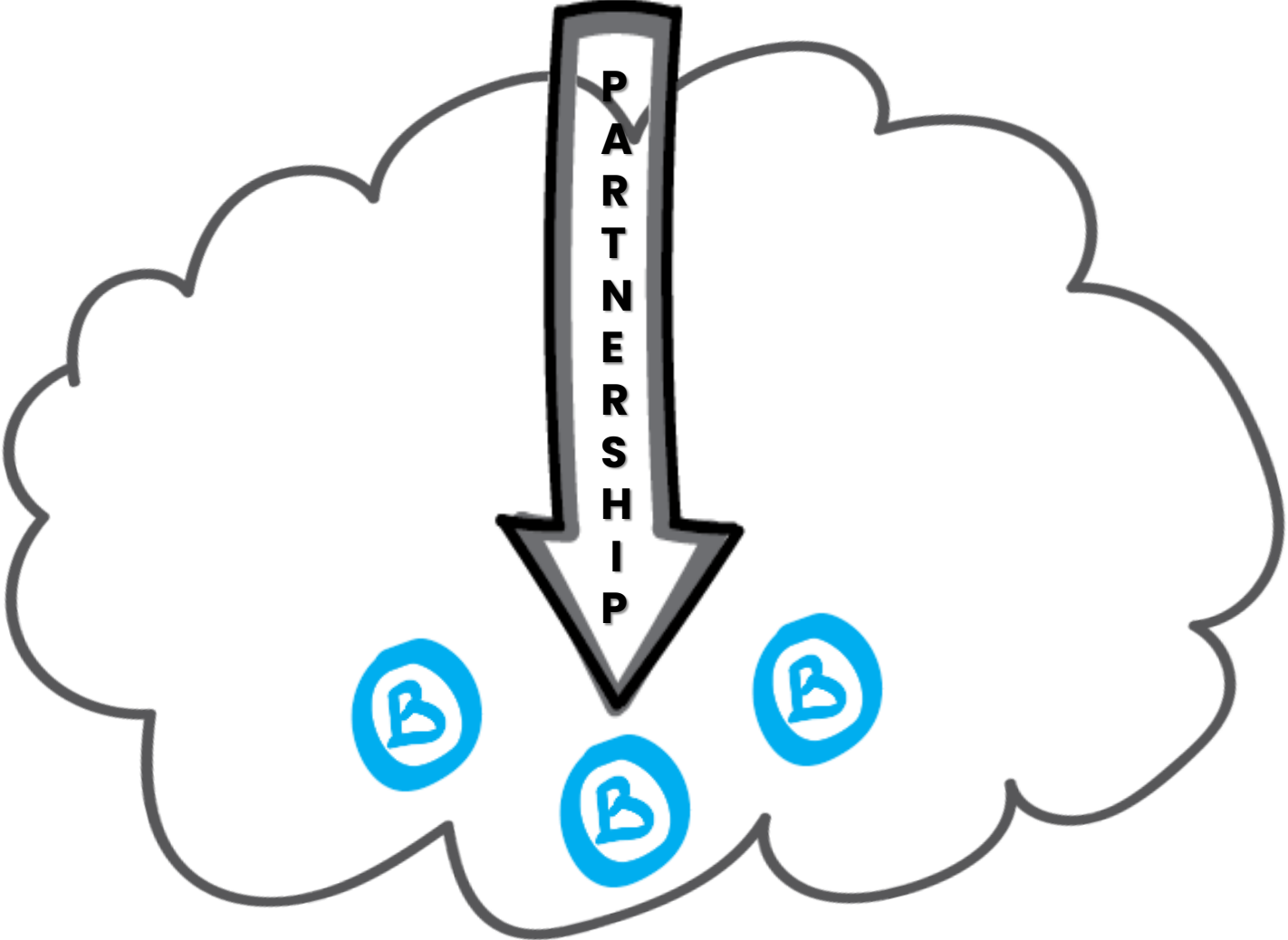


Vulnerability

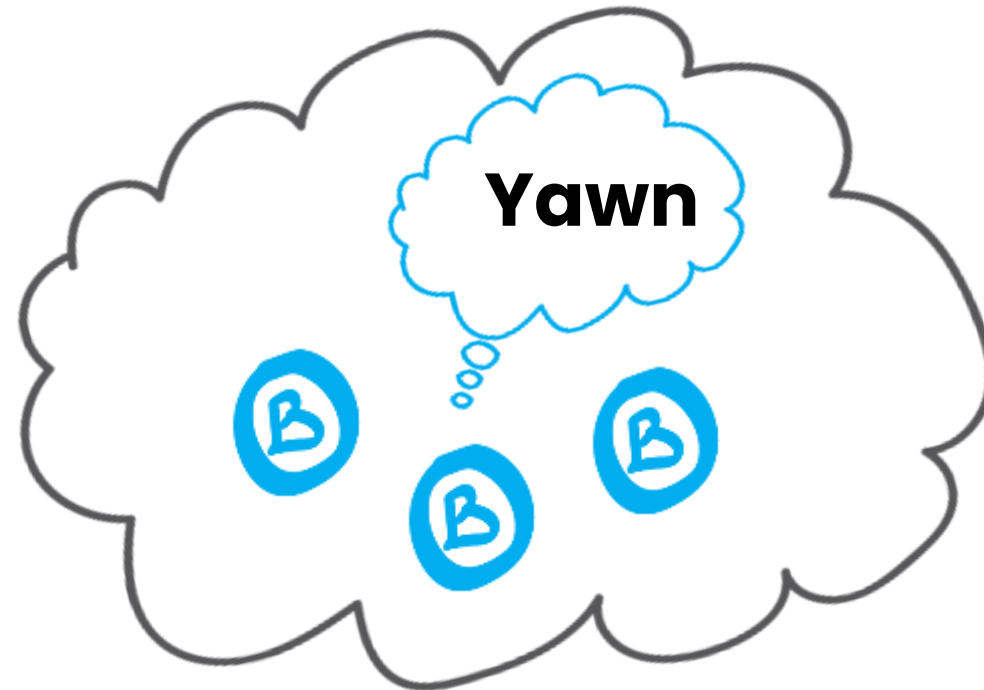
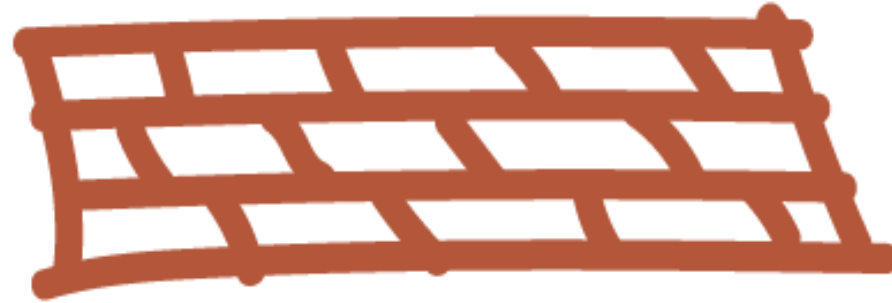
More Vulnerability



More Vulnerability "Them"



T



Side Show



Make up a Story

Evaluate Others

- Malicious
- Insensitive
- Incompetent

Take it Personally

React

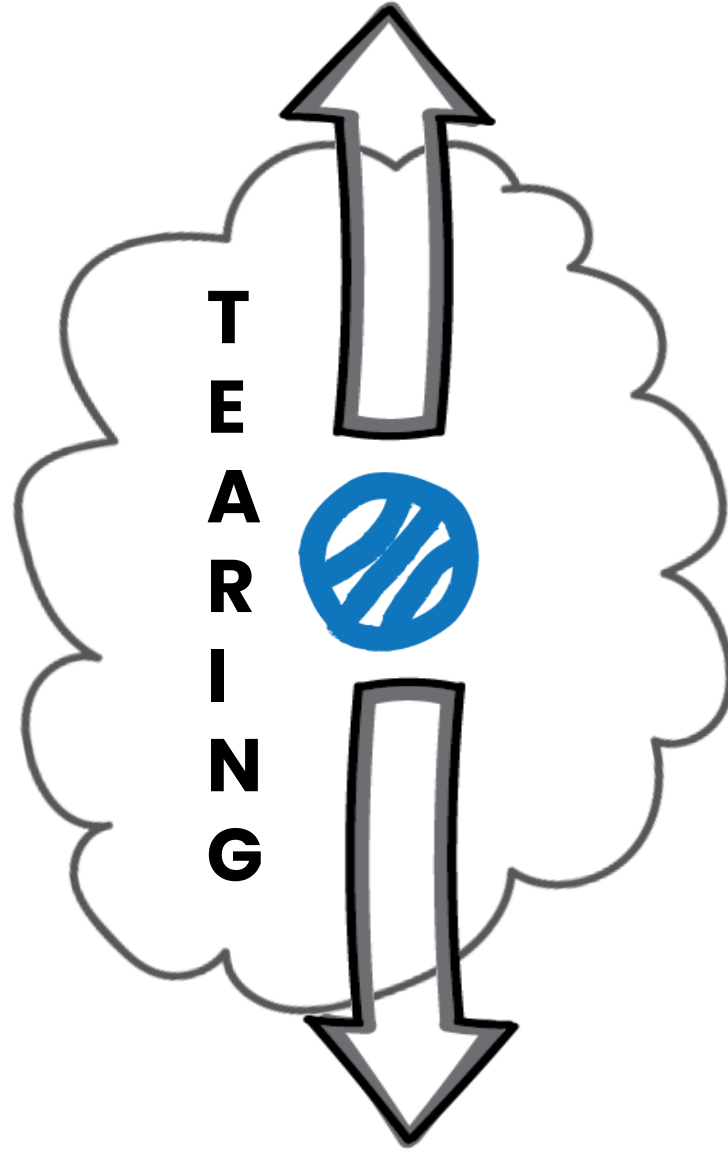
- Get Mad
- Get Even
- Withdraw

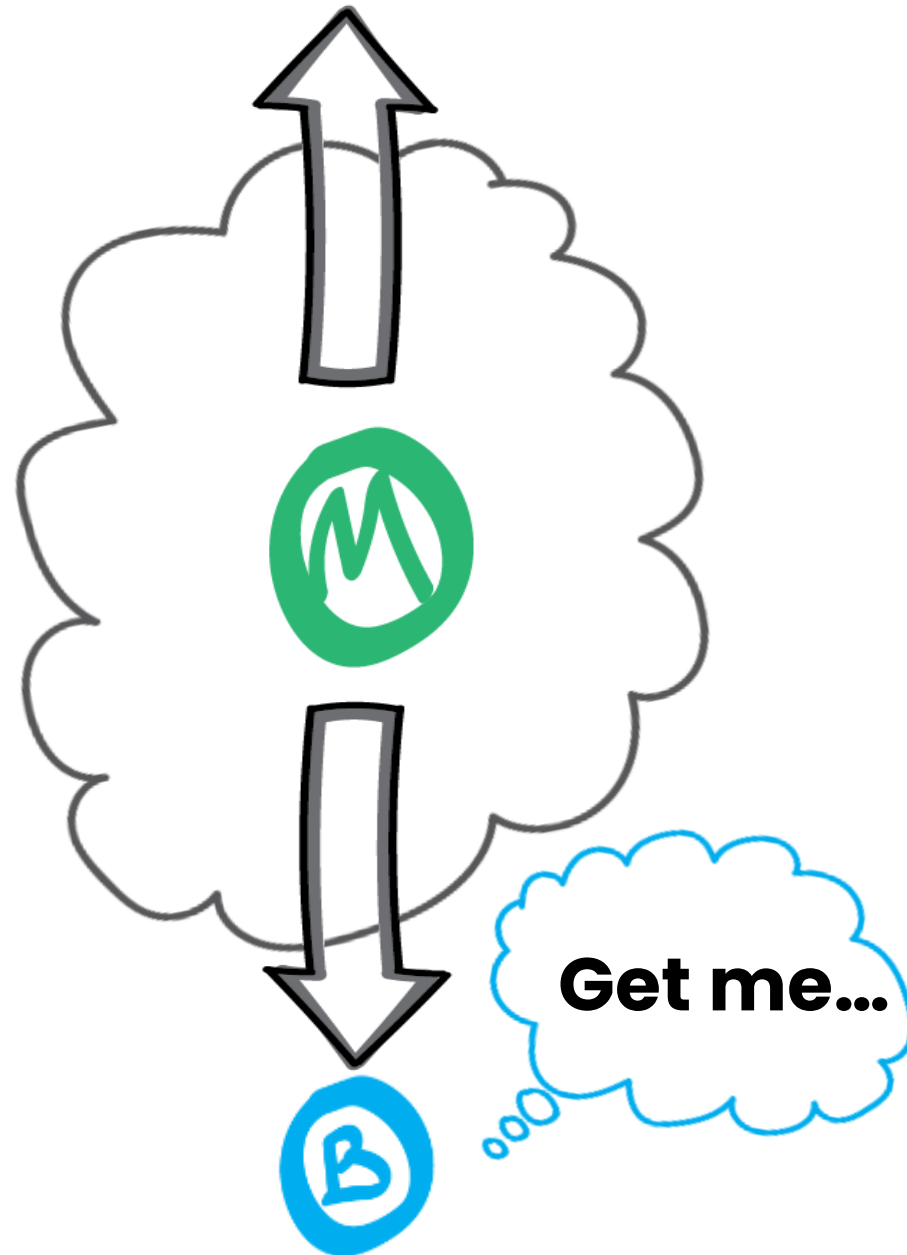
Lose Focus

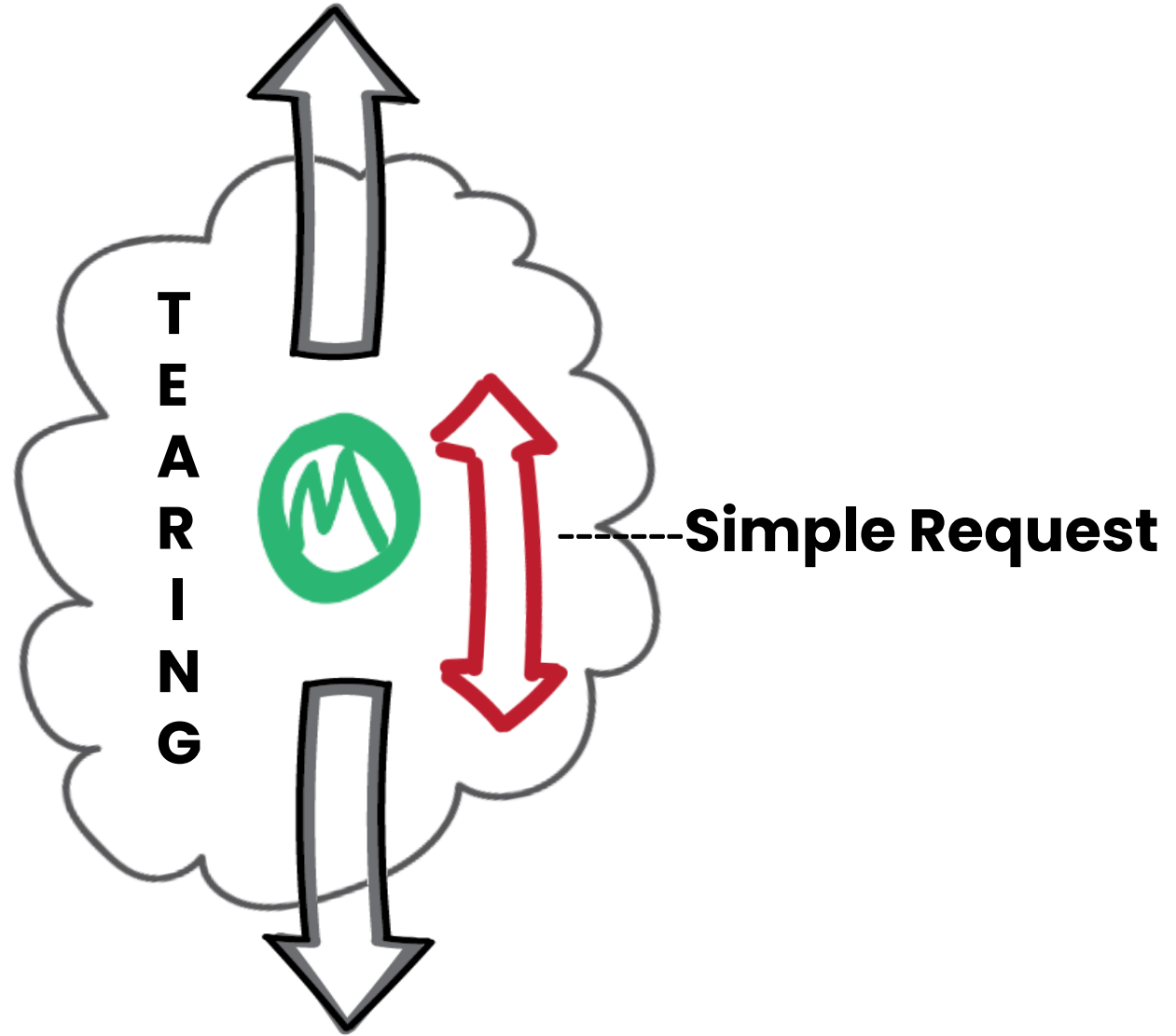
Partnership



Middle World









**I'll see
what
I can do**



?

Side Show



Make up a Story

Evaluate Others

- Malicious
- Insensitive
- Incompetent

Take it Personally

React

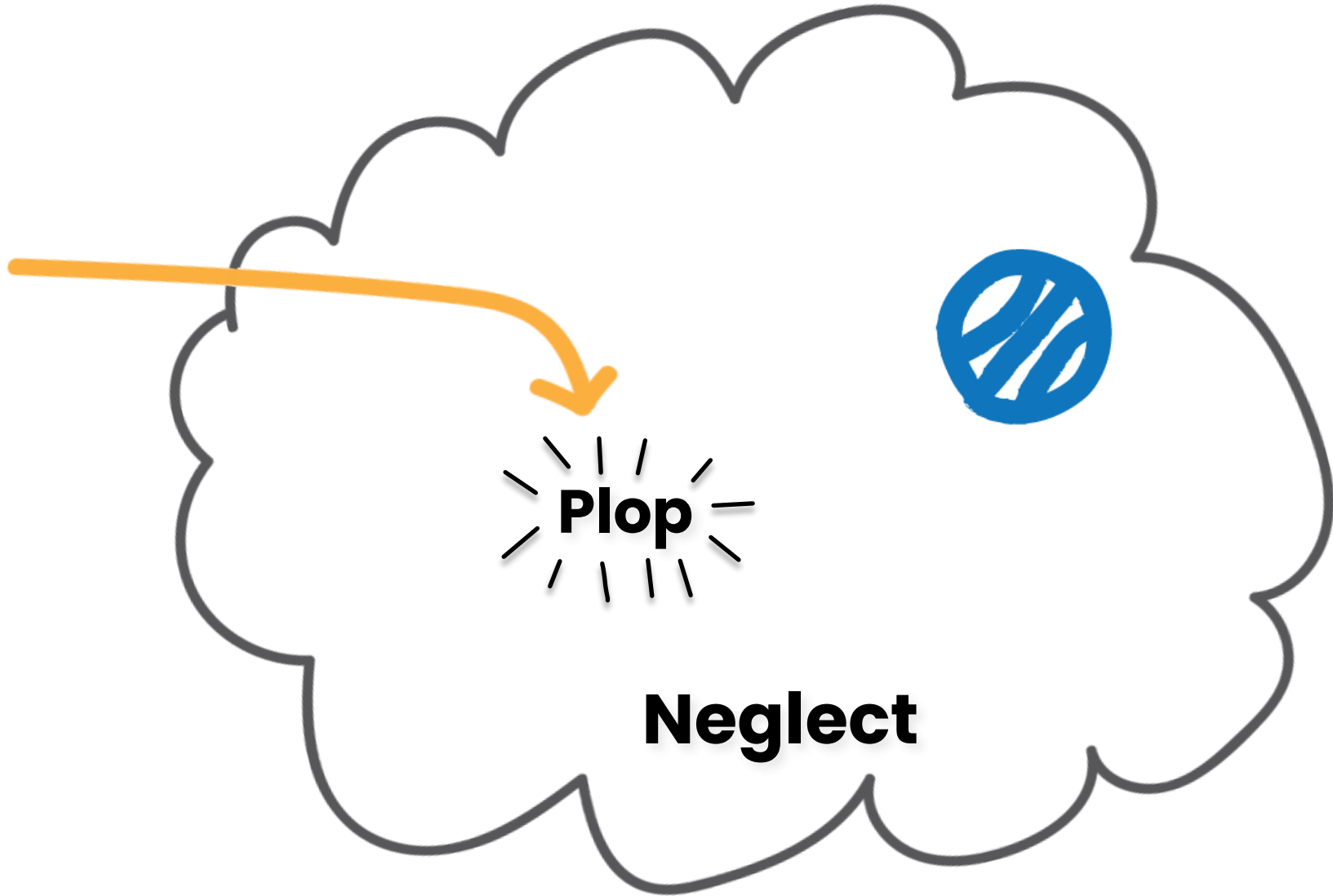
- Get Mad
- Get Even
- Withdraw

Lose Focus

Partnership

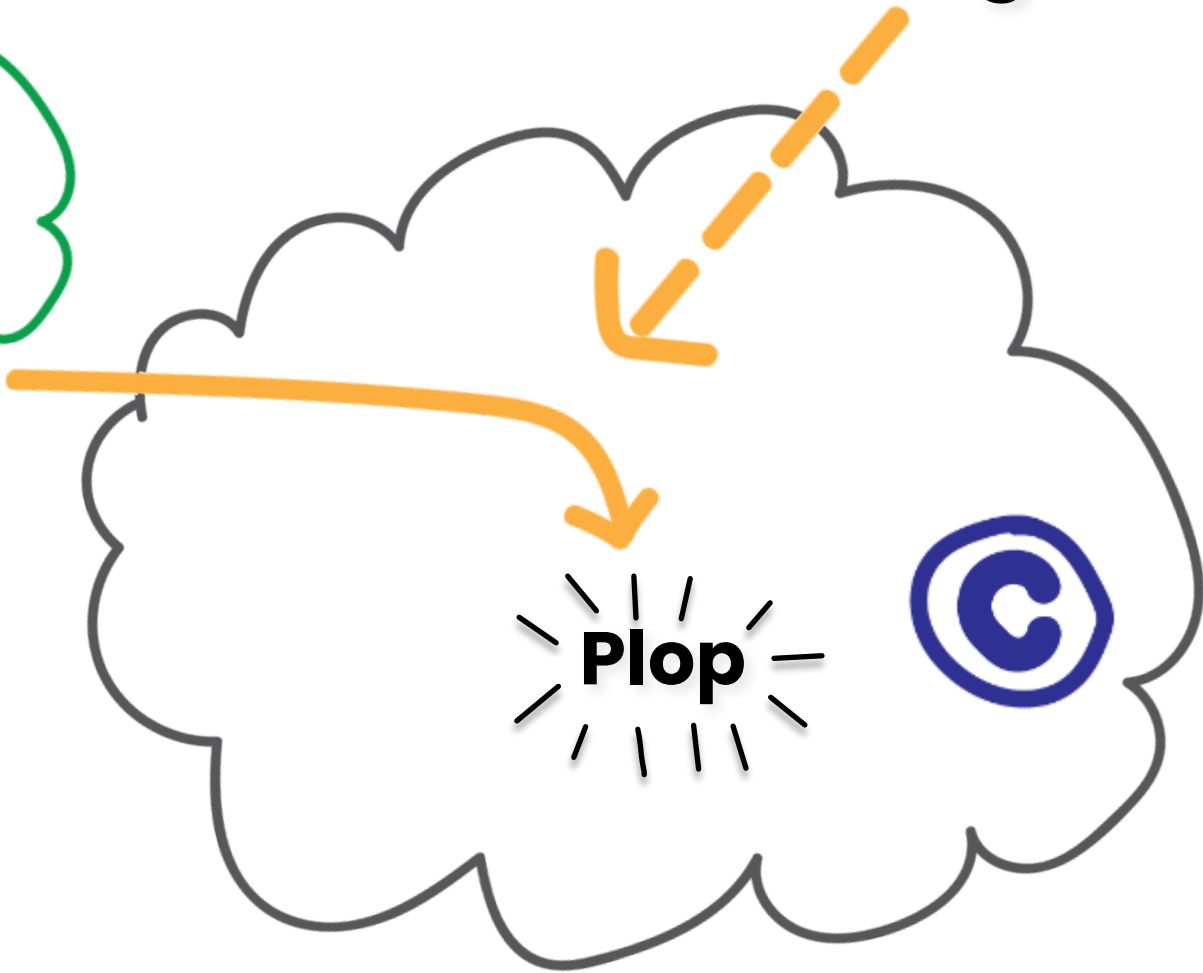


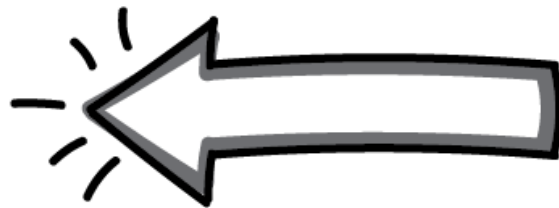
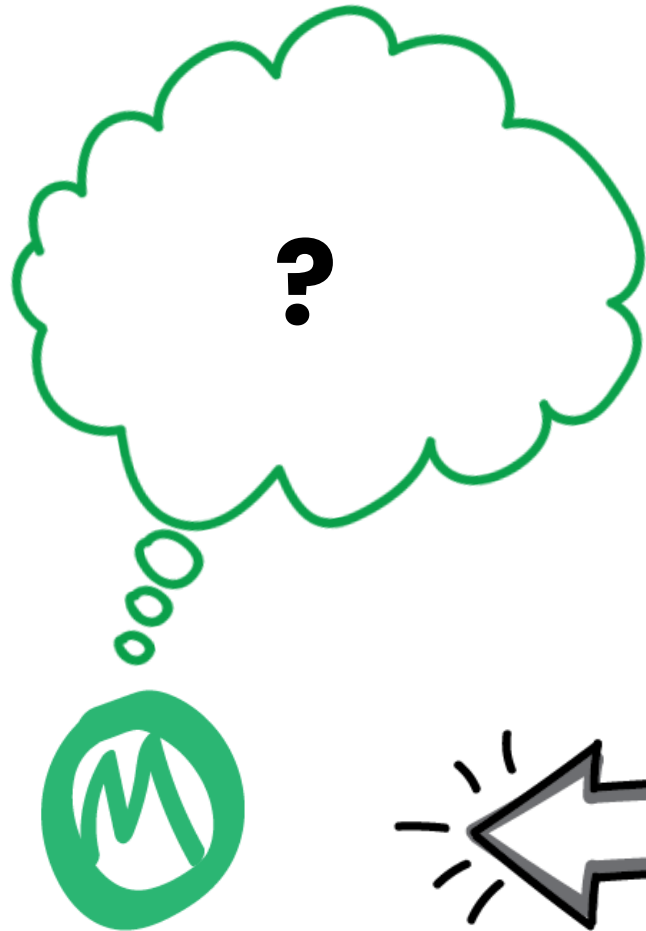
Customer World





Nice gesture





Side Show



Make up a Story

Evaluate Others

- Malicious
- Insensitive
- Incompetent

Take it Personally

React

- Get Mad
- Get Even
- Withdraw

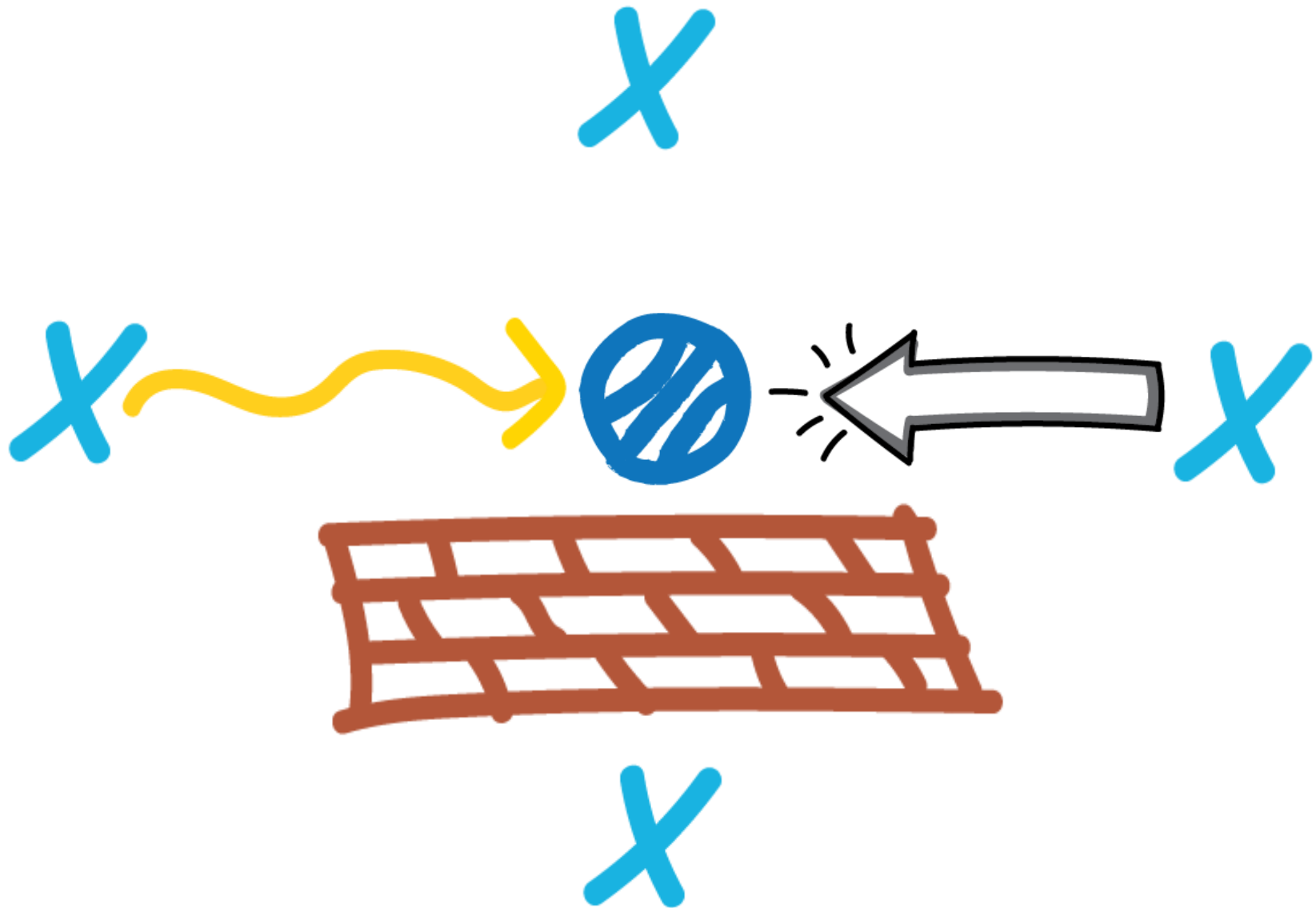
Lose Focus

Partnership





Stuff Happens



Discuss

Why are we drawn into the Side Show?

What would it take for us to give up on the Side Shows or make them more positive?

The Side Show

is
predictable,
but not
inevitable

or

You
Have
A
Choice

The Centre Ring

is not predictable,
but it is a
human possibility.

Reflection

- On the basis of what you have heard, what Centre Ring actions could you take in the day ahead?



Day 3

Finishing in...

12:00



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 Breaktime for PowerPoint by Flow Simulation Ltd.

Reflection



Day 4

Finishing in...

12:00



mins: secs: type: Pin controls when stopped

 Breaktime for PowerPoint by Flow Simulation Ltd.

Reflection



TOOT Guidelines

- Show Up
- Sit by Groups
- CCI Work
- Speak to the other worlds
- Tell the Truth
- Listen Carefully
- No Stories



What information do you have or what issues are you facing now that would be important for the rest of us to know about, information we could use to move the system ahead?



Day 5

All transactions must be complete by COB today!

Finishing in...

12:00

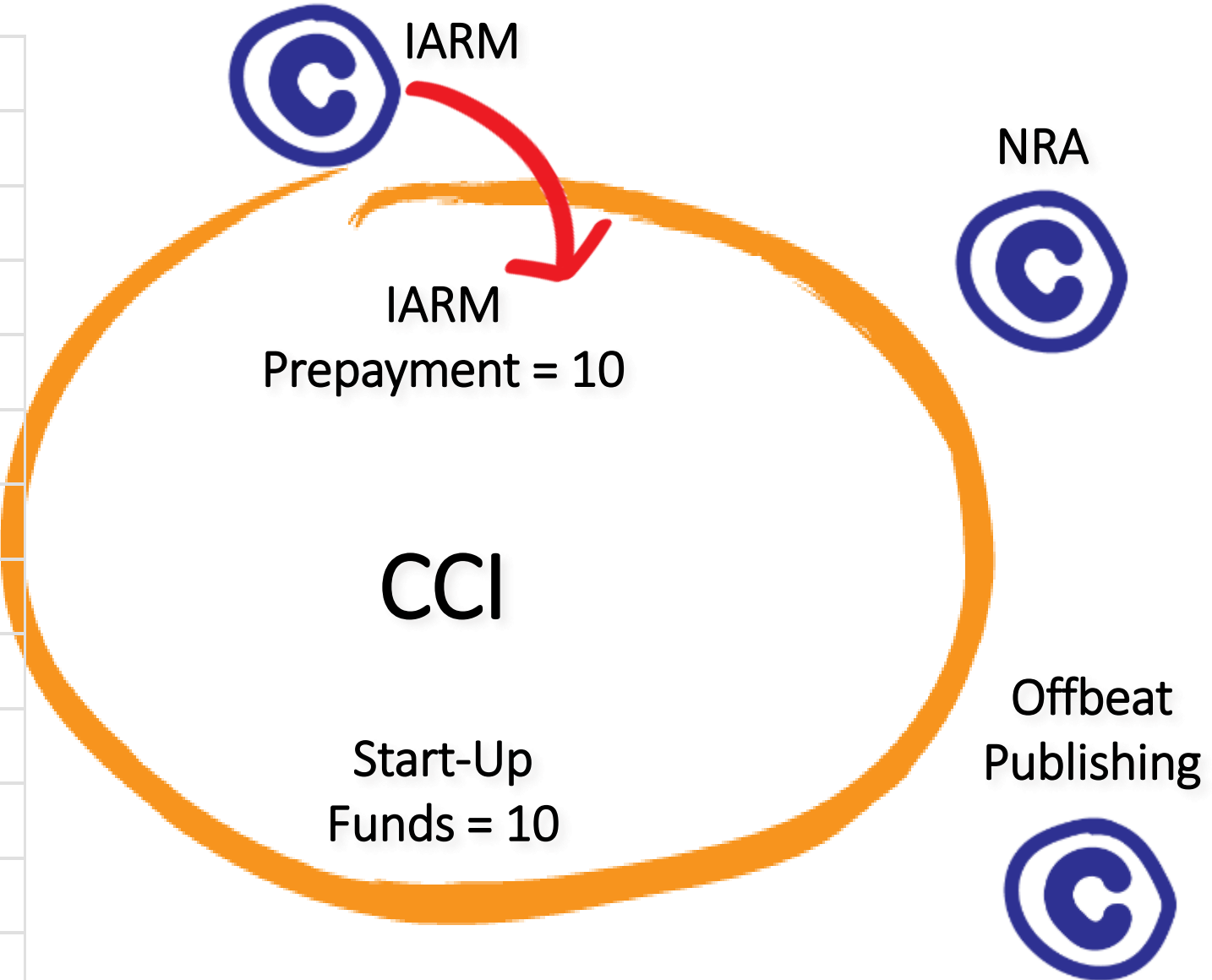


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 Breaktime for PowerPoint by Flow Simulation Ltd.

Pin controls when stopped

	Holding	CCI Spend	Other Spend
IARM	\$65.00		
NRA	\$70.00		
Offbeat	\$55.00		
CCI	\$20.00		
Total Made	\$0.00		
Total Missed	\$190.00		



Reflection



Partner Reflection

With someone from a different world

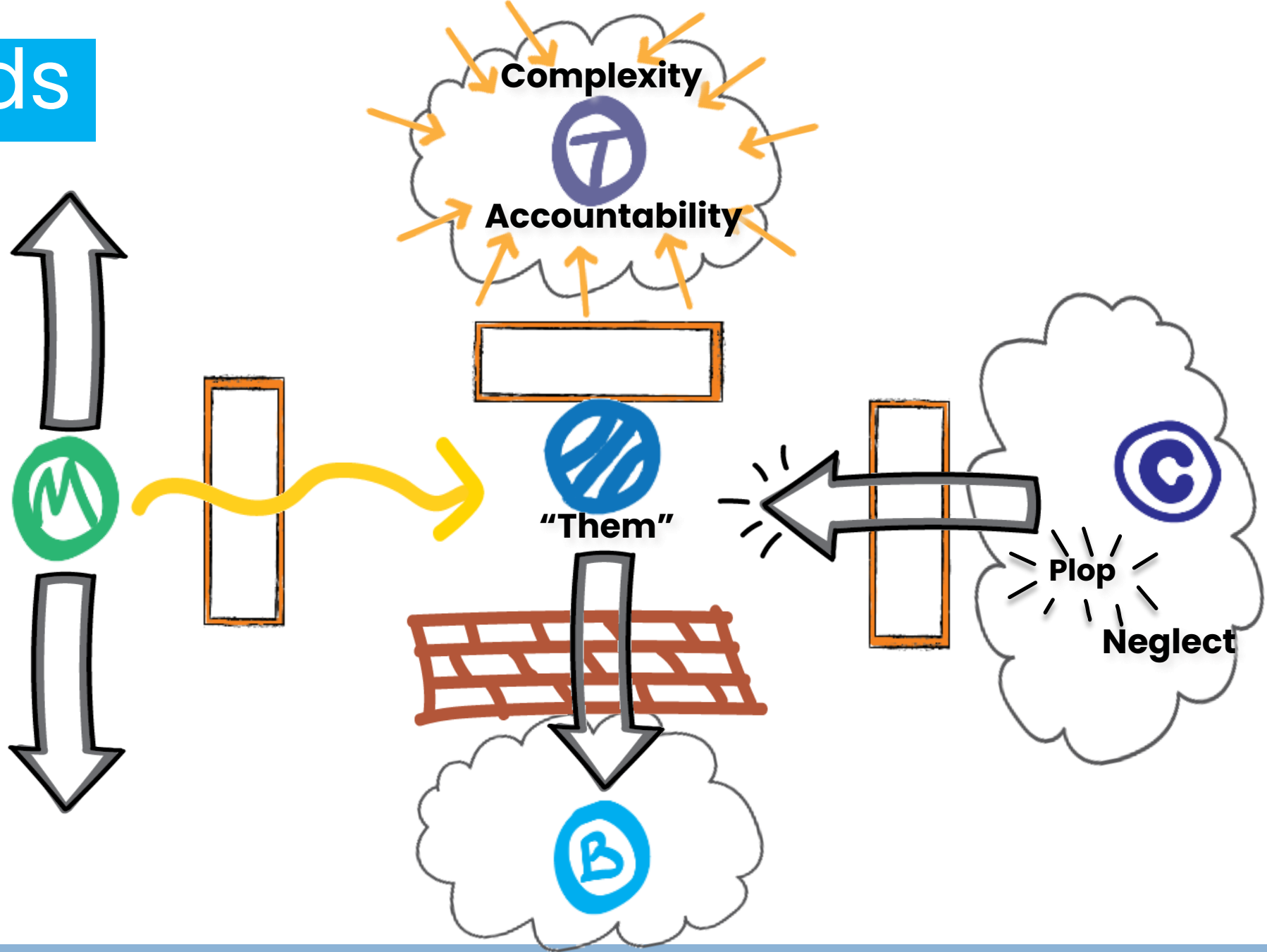
- What stands out for you about what life was like in your part of the system?
- What lesson(s) are you taking away from the experience?
- What will you be more aware of in your work in Great Eastern?

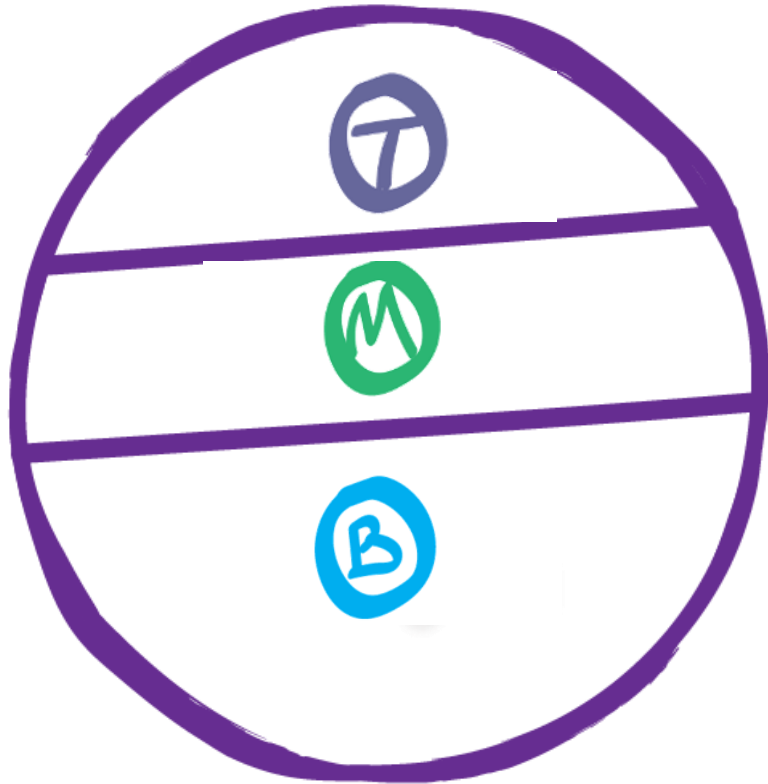


How Come It Goes
The Way It Goes?



4 Worlds





Customer Neglect



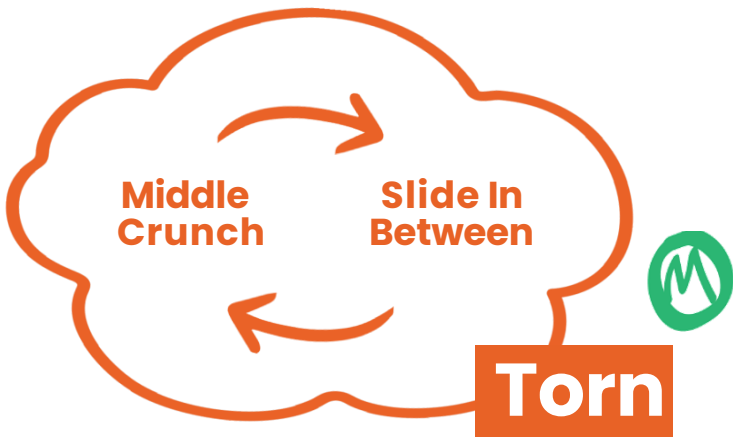
**Predictable
Conditions**



**Predictable
Reflex
Responses**



**Familiar
Disempowering
Scenarios**



**Predictable
Condition**



**Disempowered
Experience**

**Burdened
Oppressed**

REALITY

**Torn
R. Mistreated**



**PREDICTABLE
CONDITIONS**

**PREDICTABLE REFLEX
RESPONSE**

FAMILIAR EXPERIENCE

Cause / Blame

PREDICTABLE CONDITIONS	PREDICTABLE REFLEX RESPONSE	FAMILIAR EXPERIENCE	Cause / Blame
Top Overload	Suck it Up	Burdened	Circumstances
Bottom Disregard	Hold THEM Responsible	Oppressed	THEM
Middle Crunch	Slide in Between	Torn	The Job
Customer Neglect	Holding IT Responsible	Righteously Mistreated	'IT'

Review

- What is the purpose of this exercise?
- What have you noticed about the different worlds (top, middle, bottom, customer)?
- What have you learned?





Lunch

75
minutes



Level 1



What else is possible?

PREDICTABLE CONDITIONS	PREDICTABLE REFLEX RESPONSE	FAMILIAR EXPERIENCE	Cause / Blame
Top Overload	Suck it Up	Burdened	Circumstances
Bottom Disregard	Hold THEM Responsible	Oppressed	THEM
Middle Crunch	Slide in Between	Torn	The Job
Customer Neglect	Holding IT Responsible	Righteously Mistreated	'It'

“

STAND

A firmly held principle that guides one's approach and behavior.

To support one's self; to take a specific position, maintain one's position; to hold a course; action taken because of a stand; to remain firm in the face of; to bear courageously...

”

- Webster

PREDICTABLE CONDITIONS	PREDICTABLE REFLEX RESPONSE	FAMILIAR EXPERIENCE	Cause / Blame
Top Overload	Suck it Up	Burdened	Circumstances
Bottom Disregard	Hold THEM Responsible	Oppressed	THEM
Middle Crunch	Slide in Between	Torn	The Job
Customer Neglect	Holding IT Responsible	Righteously Mistreated	'It'

Leadership Stands when we are in the space of the

Top

Be a **Top** who creates responsibility throughout the system.

Middle

Be a **Middle** who maintains my (our) independence of thought and action in the service of the system.

Bottom

Be a **Bottom** who takes responsibility for my condition and for the condition of the system.

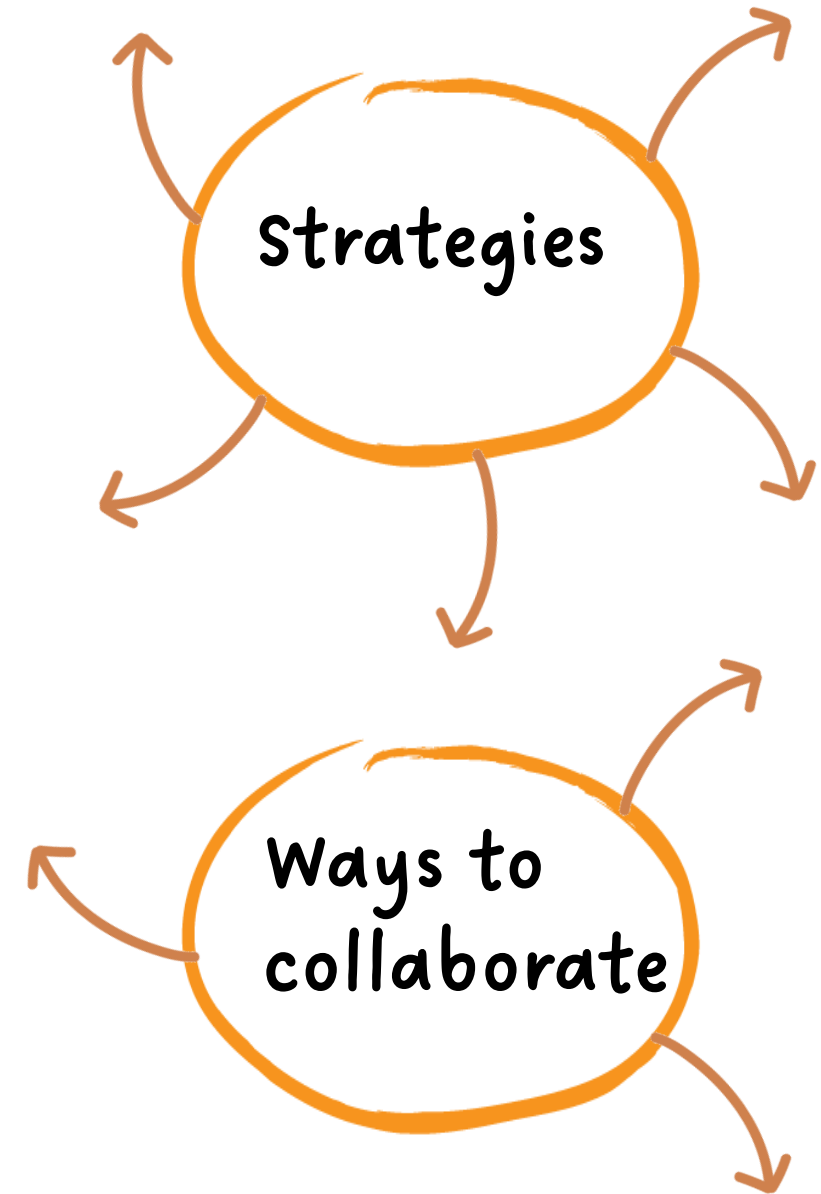
Customer

Be a **Customer** who gets in the middle of delivery processes and helps them work for me.

Developing Strategies

Choose a world you would like to work on (Top, Middle, Bottom, Customer) and generate:

1. 3-5 Strategies on how that “world” can be more effective (Could be you or others when in that space)
2. 2-3 things you can do when collaborating with people in that world



Top Empowerment Strategies

Be a **Top** who creates responsibility throughout the system by:

- Informing
- Developing Others
- Involving
- Building a Team
- Structuring
- Inspiring

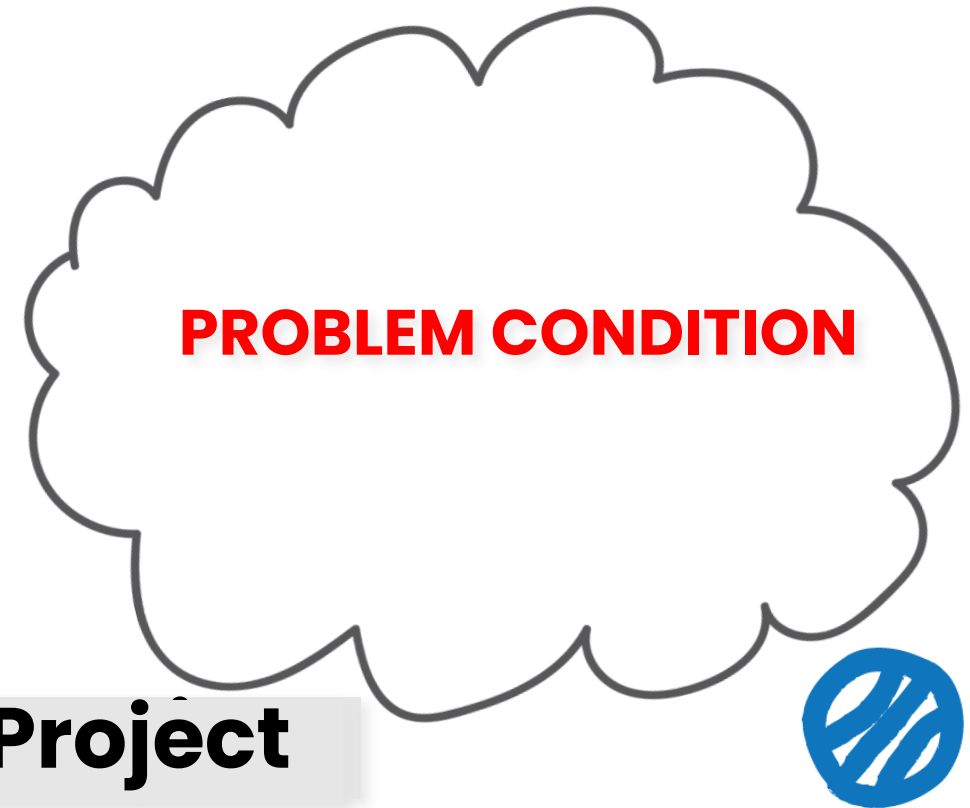


Bottom Empowerment Shift

Be a **Bottom** who takes responsibility for my condition and for the condition of the system.

First, explore your problem or complaint

- Understand the situation and the parties involved
- Remember that you have a choice
- Decide if you want to and can let it go
- Think if there is someone you can talk to, in order to download (intentional side show) or get advice
- If you decide this issue is worth pursuing, take a stand to do something, and...



Potential Project

Vision? Network? Resources? Strategy?

Customer Empowerment Strategies

Be a **Customer** who gets in the middle of delivery processes and helps them work for me:

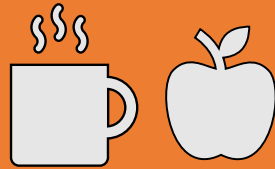
- Know how “It” works
- Set clear demands and standards
- Stay close to the producer
- Get into the process early as a partner, not late as a judge



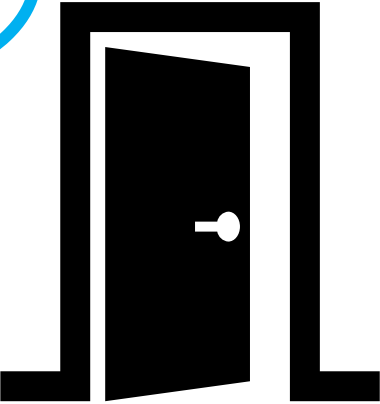


Break

15
minutes

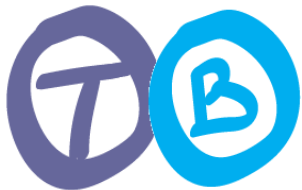
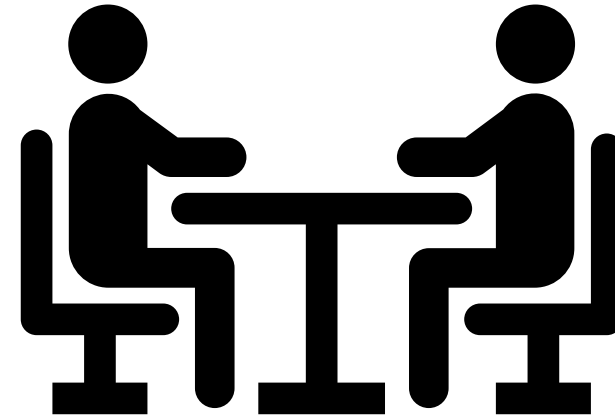


A Day in the Middle



Middle's Agenda

1	Meet with B
2	Meet with T
Break	Toot
3	Meet with B
4	Meet with T



Bring your requests to Middle. Make sure they understand the importance of the issue and convince them to your point of view.



Listen to the requests and respond.

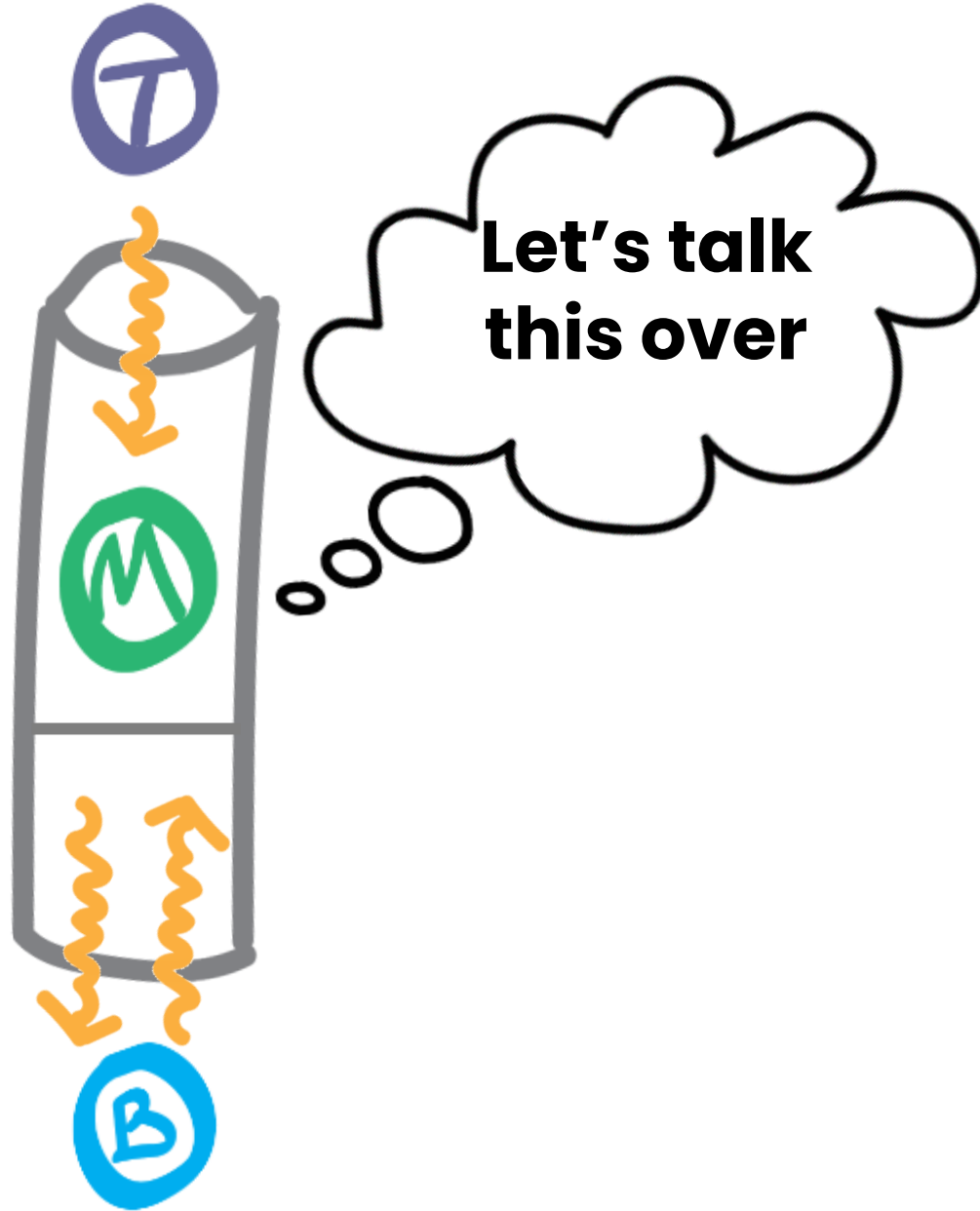
Each meeting will last for 3 minutes

Middle Empowerment Strategies

Be a **Middle** who maintains my (our) independence of thought and action in the service of the system.

- Be a Top when you can
- Be Bottom when you should
- Be open with your Tops
- Be a Coach
- Be a Facilitator
- Integrate regularly with your peers

Middle As A Pipe

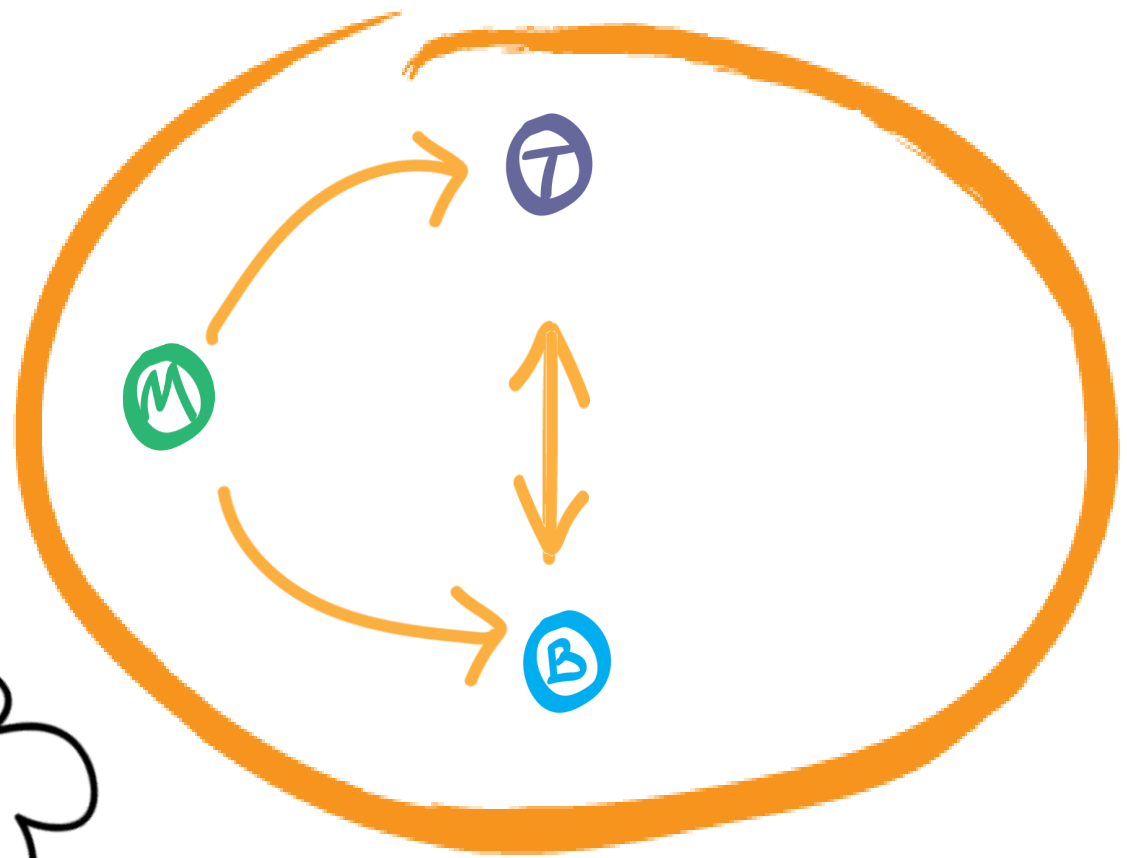


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Be A Coach

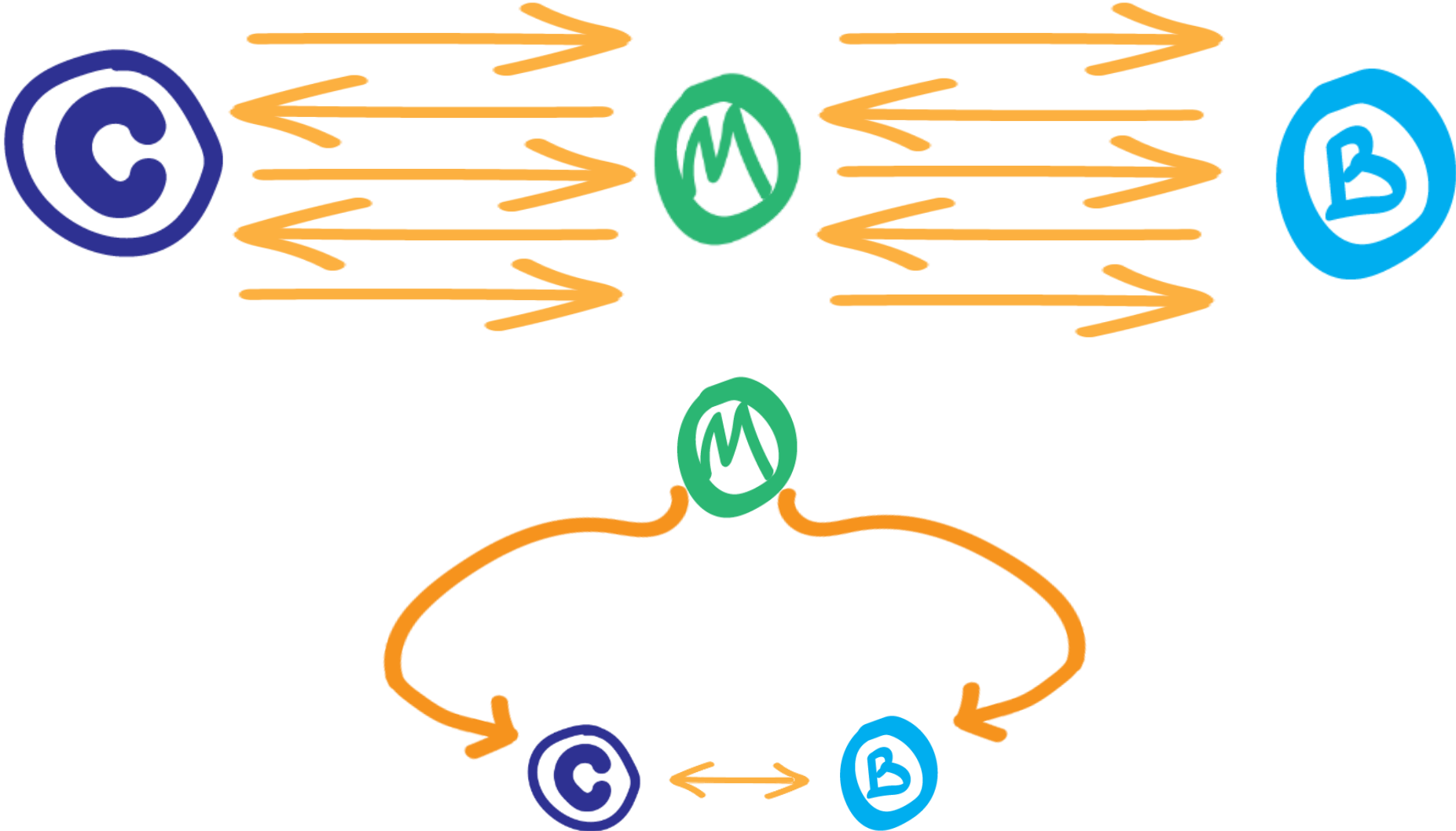


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Be a Facilitator



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- Integrate regularly with your peers

A row of exercise bikes in a gym, with a blue text overlay in the center. The bikes are arranged in a line, receding into the background. The lighting is warm and bright, suggesting a sunny day. The text is white and centered on a blue rectangular background.

Exercise Bikes: A True Life Case



Unit 3

Unit 4

M3

M4

Unit 1

Unit 2

M1

M2



Unit 3

Unit 4

Unit 1

Unit 2



Where are our
exercise bikes?

Unit 3



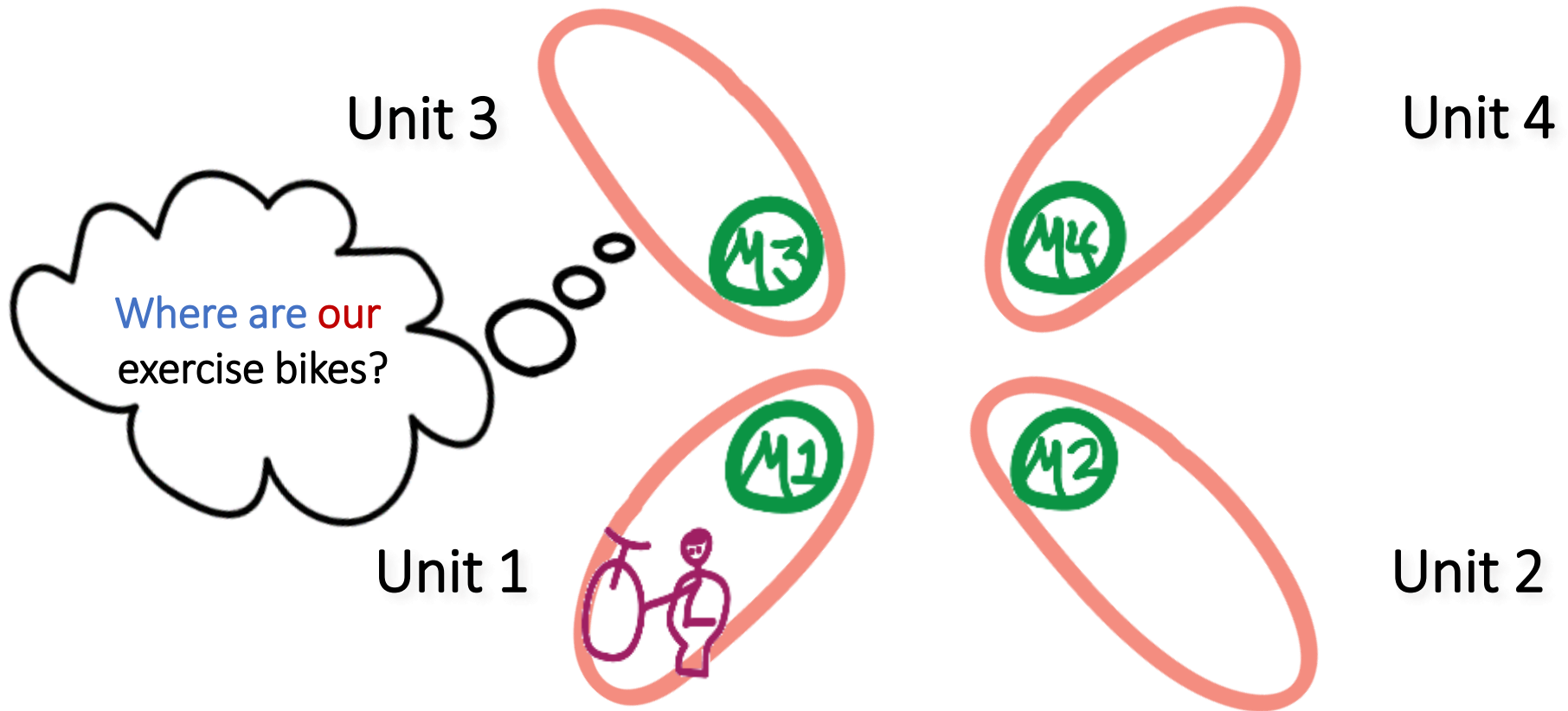
Unit 1

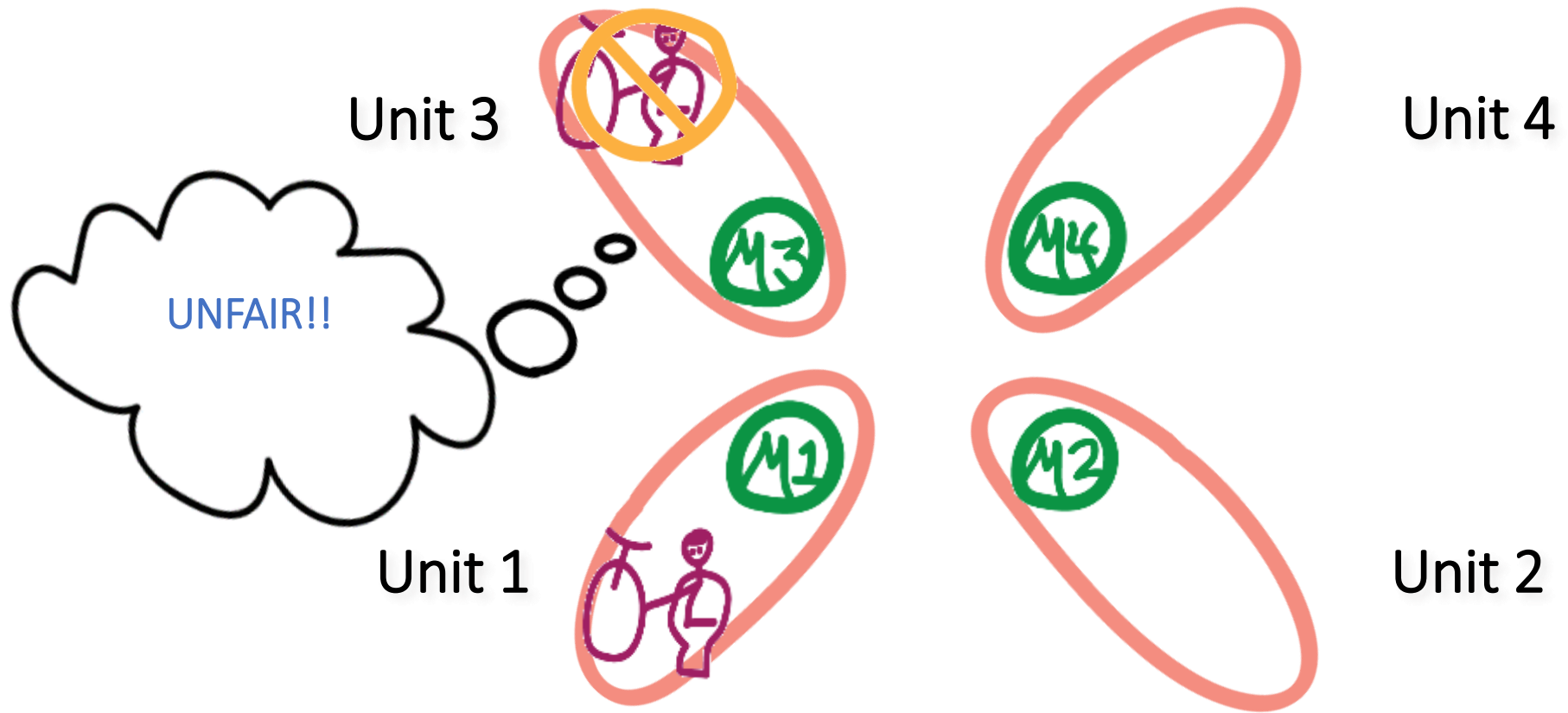


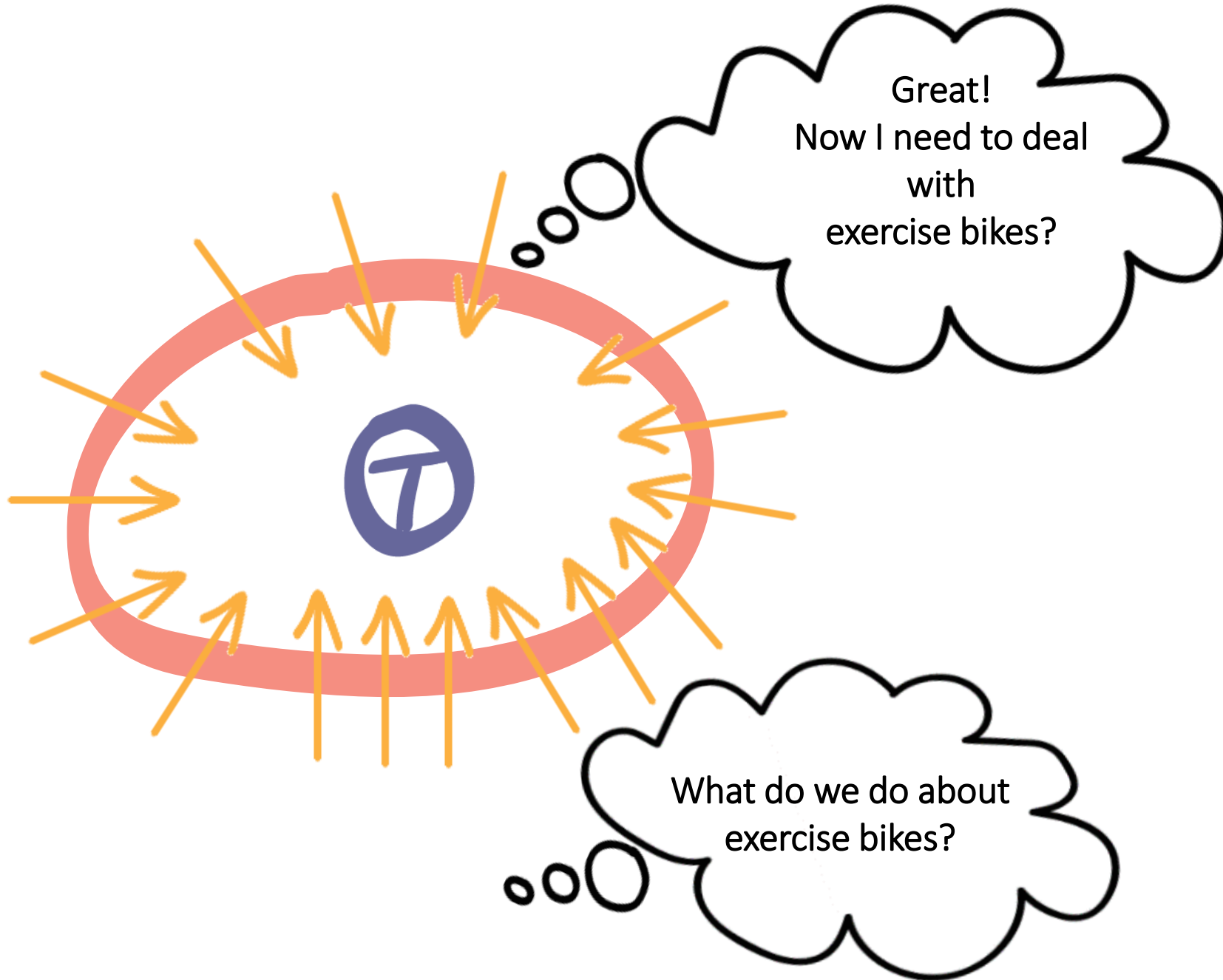
Unit 4



Unit 2

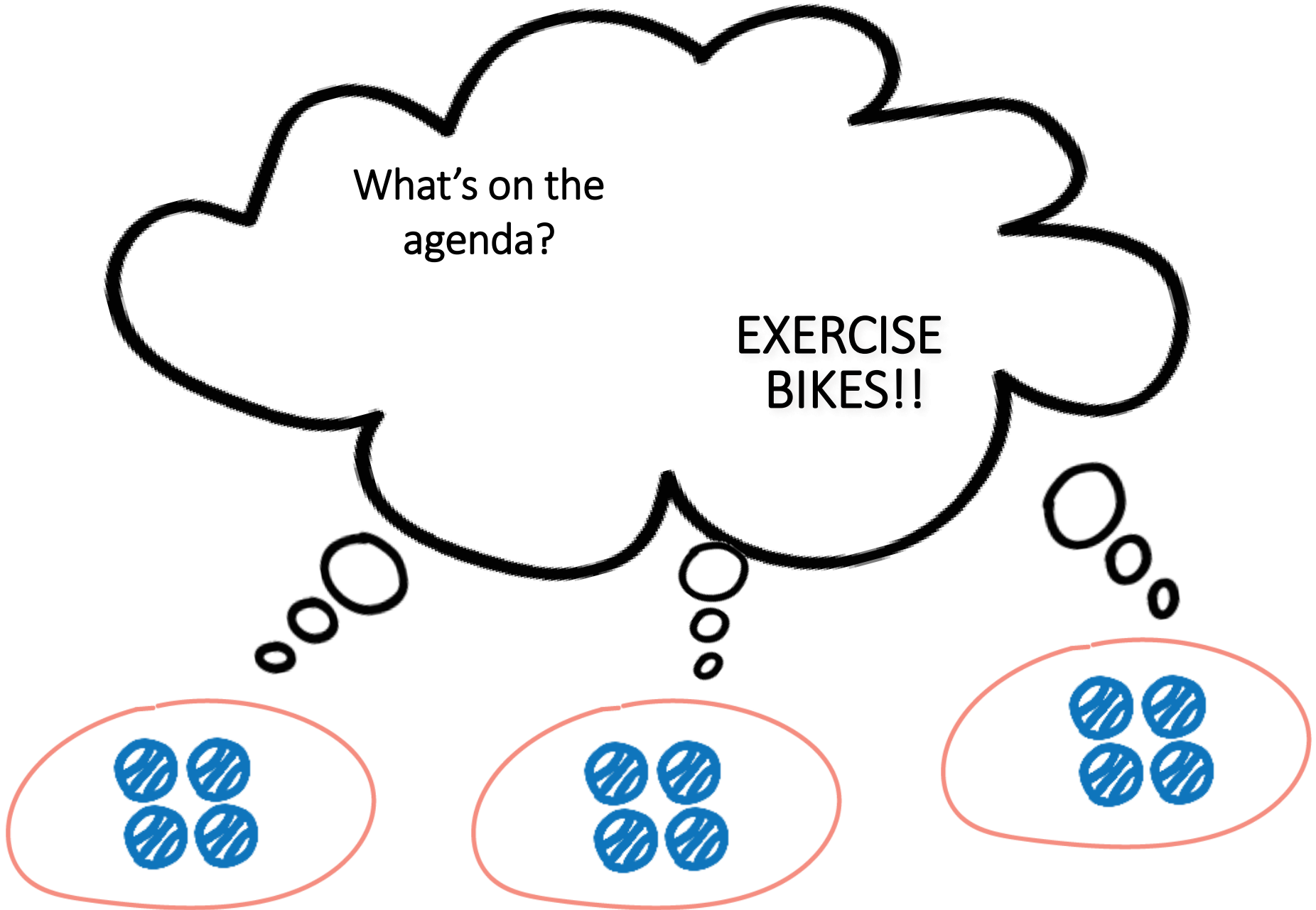




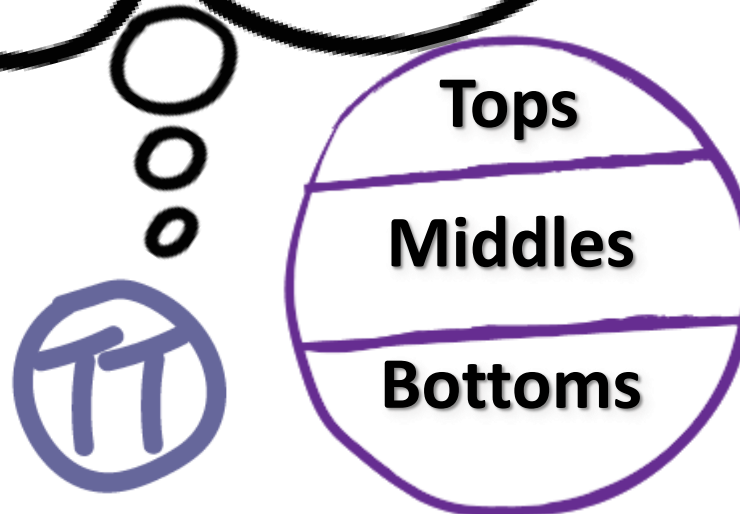


What's on the agenda?

EXERCISE BIKES!!



What's going on down there?
What's all the fuss about exercise
bikes?
We've got important business to do!



Reflection

- How are these Middles feeling about one another?
- How are the workers feeling toward these Middles?
- How is the Top feeling about them?
- What's the Top's complaint?
- How is the Top's Top feeling?
- Have you seen anything like this in your organization?



Sharing Circle

- What is something you will take back to your work?

OR

- What CENTRE RING actions will you take back to your work?



The Centre Ring

Have understanding or empathy for others

Don't take it personally

Stay focused on what you want to have happen

Don't get hooked on "stuff"

Be Strategic (Take their worlds into account)

Ease their condition

Partnership

THANK YOU!

**MLG 2023 – Be Part of a GREATER
Culture**