

Share the Road Workshops/Event Activities from		
01/01/2016	to:	26/06/2018
Activities Delivered	Total # Activities to Date	Total # Participants to date
Driver/Trainer Workshops	55	640
Cyclist Workshop	27	347
Blindzone Workshop	24	397
Total Workshops (KPI = 102)	106	1384
Event Activities	20	2677
Presentations to Stakeholders	188	1538
Total #	314	5599
Delivery Against Contract KPIs	40% by June 2016	80% by June 30 2018
Freight/Bus Companies who have participated in workshops report a positive change in driver attitudes to sharing the road	Achieved	87%
Cyclists report learning a range of useful techniques and skills for safer riding; with increased skills and confidence while riding in traffic with heavy transport, due to where, when, and how, they ride	Achieved	86%
At least 2 Truck and 1 Bus organisation adapt workshops into their training and development programmes and take ownership of delivery by June 30 2018	Achieved	
Form an Advisory Group containing key partners – including but not limited to, representatives from Cycling NZ, Heavy Truck and Bus & Coach industries by 29 Feb 16	Achieved	
Workshop Evaluation Tools by June 30 16	Achieved	
Preparation of the Advisory Group Terms of Reference by June 30 16	Achieved	

Highlights:

- The new STR contract signed by Claire for the next three years is with NZTA waiting on them to complete their paper work.
- All the KPIs for the current contract have been achieved or exceeded.
- Preparations are underway for the new contract. See deliverables below.

Description of Services
<p>Context</p> <p>In delivering the cycling priority the Agency has committed to a cycle safety action plan, developed in response to the expert Cycle Safety Panel recommendations. This Action Plan commits the Agency to working with the heavy vehicle and cycling sectors. This plan will achieve an increase in cycling participation and an increase in safety for those that choose to travel by bicycle.</p>

Description of Services

This contract will enable us to build on the significant success of the project to date and broaden the scope and reach of the Share the Road (StR) Workshops and resources. While CAN will continue to deliver workshops to vehicle operator and cycling sectors, scale up will be achieved by providing companies and organisations who have in house training capability; resources, training and workshop models that will enable them to deliver their own StR training activities. Further scale up will be achieved by developing precedents for Share the Road training to become a requirement in procurement contracts and standard operating procedures for public services such as waste collection and bus transport. These audiences are very hard to reach, and peer to peer engagement has proven to be the most effective mechanism of influence. The current model is a platform for these industries to lead and own the problem while co-creating the solutions (workshops and suite of resources).

Deliverables

Deliverable/Milestone	Performance Standards	Due date
16 Workshops Delivered to cycling and heavy vehicle sectors	To meet a standard as agreed by the Advisory Group.	June 30 2019
Bike Ready councils/providers adapt STR workshops into their training and development programmes and take ownership of delivery	At least 6 Bike Ready councils/providers adapt Share the Road workshops and resources into their training programmes to meet a standard as agreed by the Advisory Group and the Bike Ready Quality Assurance Framework.	June 30 2019
Develop a range of online resources that will complement face to face workshops and provide the means to get key messages to those difficult to reach.	Resources to meet a standard as agreed by the Advisory Group. User surveys indicate at least 90% correct responses to STR knowledge based questions.	June 30 2020
16 Workshops Delivered to cycling and heavy vehicle sectors	To meet a standard as agreed by the Advisory Group.	June 30 2020
Bike Ready councils/providers adapt STR workshops into their training and development programmes and take ownership of delivery	At least 6 Bike Ready councils/providers adapt Share the Road workshops and resources into their training programmes to meet a standard as agreed by the Advisory Group and the Bike Ready Quality Assurance Framework.	June 30 2020
Cycling clubs/organisations who have participated in workshops report a positive change in member attitudes to sharing the road	80% of participants will report an increase in positive attitudes towards sharing the road. 75% of participants surveyed 6 months later retain the STR knowledge.	June 30 2021
Truck and bus organisation adapt workshops into their training and development programmes and take ownership of delivery	At least 6 Truck and 3 Bus organisation adapt Share the Road workshops and resources into their training programmes to meet a standard as agreed by the Advisory Group.	June 30 2021
Freight/Bus Companies who have participated in workshops report a positive change in driver attitudes to sharing the road	80% of participants will report an increase in positive attitudes towards sharing the road. 75% of participants surveyed 6 months later retain the STR knowledge. STR principles are reflected in HV operators H&S plans	June 30 2021
A procurement requirement or STR specific Standard Operating Procedures requirement is in	Copy of relevant section of Signed contracts or agreed on Standard Operating Procedures documents.	June 30 2021

contracts for 2 operators of heavy vehicles providing services to local/central government agencies or organisations for drivers to undergo STR training	60% of HT drivers (in the contract) have received STR Training		
Continue facilitation of the Share the Road (STR) Advisory Group containing key partners – including but not limited to, representatives from Cycling NZ, Heavy Truck and Bus & Coach industries	Advisory Group will be responsible for championing the project and initiatives in their respective sectors.	June 30 2021	
Total (excl. GST)			\$333,000

Updates since last report:

While a lot of the past month has been preparing for the new contract, the following has taken place:

- Both the main bus companies in Christchurch (Red Bus and Go Bus) have agreed to start a process where their trainers will be trained to deliver Toolbox workshops internally. NZBus has agreed to this initially for their Auckland Trainers. Initial conversations have taken place (with Rex's help in making contacts) with ECAN who are interested in the idea of building a requirement into contracts for the provision of bus services that drivers must go through StR training.
- The Contracts and Compliance Manager, Waste Solutions Infrastructure and Environmental Services for Auckland Council has indicated interest in building the same requirements for Waste Collection services in Auckland.
- We are close to engaging James Newton (see attached CV) a Road Safety Specialist Consultant to assist in establishing an NZ equivalent to the Transport for London [CLOCs](#) scheme. The target organisation will be Downer, the Auckland Central Rail Loop Alliance, NZTA and Auckland Transport. The goal is again similar to the above examples where construction firms tendering for building the CRL in Auckland will need to have their drivers receive StR training. All parties have expressed an interest in this. The long term goal is that this would become standard for all Government Civil Construction projects. This project is expected to take up to 6 months.
- We are close to an Improvement and Change Specialist (Alex Twigg, see CV) to assist us with developing an approach and model to support the changes needed within the companies (such as those mentioned above) to adopt Share the Road training into their programmes for the long term. We are currently working with advocates in each of these organisations who are supportive of Share the Road, however we know that people come and go, and that for the StR training to be carried out into the future, systemic change will be needed so that it is not dropped when for example a new Health and Safety manager is taken on. This project is expected to take around 3 months.
- Work is underway to produce a Virtual Reality experience for drivers. They will encounter a truck on a bicycle that they can control by leaning just as one would in the real world. We will create scenarios for the three key messages to drivers. This will complement the Toolbox Workshops they attend. In this workshop they do not go for a ride.

Curriculum Vitae

January 2018

James Newton

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Professional Overview – Road Transport Safety Lead

I have a strong interest in societal harm reduction, sustainable and healthy communities and developing collaborative or co-designed projects across multiple stakeholders. Harm reduction, prevention, innovation, collaborative approaches and evidence-based strategic programmes and outcomes, are key challenges that are of interest to me.

Over the last eleven years the majority of my work has focused on transport related safety, implementation of the safe systems approach to road safety and the development of strategic national and regional transport based programmes in New Zealand and Australia. The majority of my experience has been focused on the development of transport safety programmes / projects for the benefit of injury harm reduction, and sustainable healthy communities.

Being successful in delivering such programmes and projects has required a high level of competence and experience for managing teams, working alongside multiple stakeholders with varying interests, contract management, and budget holding. I have both, led and co-designed, national strategic projects and regionally specific programmes of works, including regional planning in relation the Regional Land Transport Plans (RLTP's) and utilised the NZ Governments business case approach. I believe that I have a practical and logical approach to achieving transport outcomes, and the management of team environments both internal and externally. I have experience in leading and participating in working groups to actively influence teams, steering committees and working groups from national to regional and community levels. I enjoy the opportunity to develop new and innovative programmes, delivered on time and within budgets that achieve organisational strategic priorities.

I have lived and travelled internationally, gained experience in both developed and developing countries and have enjoyed the challenges that such multicultural opportunities provide. I have been privileged to have the opportunities where I can question the norm, innovate, co-design with government and private sectors as well as lead teams that work collaboratively across agencies.

Career Highlights

- Project lead / Team lead of a cross-agency (NZTA / ACC) programme development and Government investment business case of New Zealand's National Road Safety Partnership Programme co-designed with private sector leadership
 - NZ Transport Agency representative for the review of the NZ Major Trauma National Clinical Network
 - NZ Transport Agency representative within the Civil Defence Emergency Management (CDEM) response unit for the Kaikoura 2016 earthquake
 - Regional advisor to the CEO and Regional Director for road safety delivery in New Zealand (Southern Region Portfolio)
 - Leading and project managed New Zealand's first cross-agency collaboration between transport and education (NZTA / MoE)
 - Lead consultant for the development of a community based, safer streets programme (Christchurch)
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Employment History

Consultant - New Zealand Transport Agency

February 2017 - Current

Position Held

- National Road Safety Consultant (reporting to 2nd and 3rd tier management)

Responsibilities

- National Road Safety Partnership Programme lead and programme manager, developing a national co-designed safer work related journeys programme and cross government collaborative business case (Better Business Case Approach)
- Research lead for Post-Impact Care, facilitating contract delivery and leading the national research steering committee
- Relationship Lead and contract manager for the Major Trauma National Clinical Network (MoH/ ACC)
- NZ representative to Austroads project: Vehicles as a Workplace
- Advisor to National Road Safety Strategy – Safer Journeys 2010 - 2020

Key Achievements

- Utilising a co-design and co-ownership approach to establish a national business case for industry and government road safety partnership – NZ Govt Better Business Case approach, ACC Business Case Scaffolding and National Harm Reduction Action Plan
- Facilitating research to understand new areas of risk and national prioritisation
- Management of government business case process, establishing agreed programme reach and ROI between ACC and NZTA
- Contract and relationship management between ACC, WorkSafe NZ and NZTA for programme delivery
- Contract and relationship management between NZTA, ACC, Ministry of Health and Major Trauma National Clinical Network for a new national outcome and priority
- Support national leadership team on international comparisons for national road safety performance
- Evolution of regional delivery and outcomes against national agendas and priorities

New Zealand Transport Agency

April 2015 – February 2017

Position Held

- Regional Road Safety Advisor (*3rd tier management role*)

Responsibilities

- Office of the Chief Executive reporting to the Regional Director as the principle advisor for road safety
 - Advisor to the Regional Leadership Team as well as the Director of Road Safety and the Road Safety Portfolio Leadership Group regionally as well as nationally – portfolio led for road safety into delivery across government agencies and regional councils
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- Regional and national speed management implementation advisor
- Government road safety agent to Child Youth and Family, Mortality Review Committee
- Lead strategic stakeholder capacity building across the regional portfolio
- Advisor and research lead to Visiting Drivers project, national signature project
- Lead, monitor and setting the road safety direction & agendas of relevant Regional Transport Committees
- Lead, monitor and evaluate the operational / tactical safety planning & delivery of outcomes for the region and advise nationally

Key Achievements

- Strategic development of regional road safety governance structures and accountabilities for the delivery of road safety outcomes
- Facilitate working groups with key regional stakeholders, establishing regional priorities, plans of works, and implementation strategies
- Member of the national road safety strategic planning and monitoring working group
- Establishing New Zealand first collaboration across government agencies between Education and Transport for long term collective planning and knowledge sharing
- Key stakeholder relationship holder and mentor (Police, ACC, Local Government, Regional Councils and the Private Sector), identifying and building capacity within the region and nationally for the implementation of safe systems methodology and national road safety strategies
- Lead, monitor and evaluate road safety risks within the region and lead the regions road safety reporting nationally and to the regional transport committees
- Provide detailed analysis and performance reporting to national and regional leadership, ensure appropriate analysis of data for use
- Senior team member of the NZ Visiting Drivers Project leading the projects data analysis and research work streams

Self Employed Consultant (*Transport and Road Safety*) November 2010 – April 2015

Position Held

- Director

Responsibilities

- Lead and assist government and non-government organisations in their endeavours to achieve or implement various safe system and road safety related programs and projects (mostly in Australia)
 - Facilitation and mentoring to senior government personnel, for the implementation of multi-agency road safety collaboration (Government, Research Institutions, Corporate and NGO's)
 - Project management and strategic planning for collaborative and multi-stakeholder outcomes
 - Senior stakeholder management and strategic communication development planning
 - Facilitator of numerous workshops
 - Lead corporate road safety capacity reviews and audits
 - Lead corporate road safety strategy development and change management
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Key Achievements

- Lead Consultant of the development of an Australian National Fleet Benchmarking Project
- Lead consultant to the Ministry of Transport NZ – Corporate Collaboration Strategy development
- Road safety capacity review and audit for Chevron Australia road safety initiative (\$80 billion AUD expansion project)
- Mentor to senior government personnel – National Road Safety Partnership Program
- Road safety consultancy to major oil and gas corporations (International)

Western Australia State Government August 2007 – November 2010

Position Held

- Office of Road Safety – Stakeholder and Partnership Program Manager

Responsibilities

- Develop and lead the state strategy for the road safety partnership program on behalf of the Road Safety Council of Western Australia. (Australia's first road safety partnership program)
- Lead and facilitate strategic planning and modelling, engagement strategies, systems development,
- Lead and facilitate stakeholder consultation and corporate work related education.
- Lead and coordinate capacity building and road safety knowledge transfer within selected strategic stakeholder and corporate partners
- Lead and facilitate the establishing of external partnerships inclusive of external government agencies, major corporate, and community including rural and remote areas of the State
- Office OH&S government representative, including safety reviews and audits.

Key Achievements

- Development and implementation Australia's first management structure for road safety partnerships, including targets, milestones, partnership engagement modelling, communication strategies, governance systems and evaluation processes
 - Develop training and education materials for workplace use and assist workplaces with the delivery and presentation of materials
 - Strategically develop and implement Australia's first road safety partnership alliance, jointly responsible for 10,000 direct employees and over \$7 billion (AUD) in expansion projects (multi-award winning project)
 - Leading and facilitating the development of the road safety partnership alliance methodology into the Western Australia's largest mining region with a project direct employment of 20,000 and an estimated total scope of over 120,000 contractors
 - Identified and developed new management strategies and models for stakeholder, corporate and community engagement.
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Previous Employment

Responsibilities and Achievements can be expanded if required

Guardian Projects (UK)	August 2006 – August 2007
Commonwealth Business Council (UK)	January 2006 – August 2006
South East Continental UK Ltd (UK)	April 2004 – January 2006
Activate Design Ltd (NZ)	January 2001 – March 2004
Gavin Cox Furniture (NZ)	August 1995 - December 2000

Professional Development

National Speed Management Workshops	2016
Austrroads Safe System Workshop (2 days)	2016
Influencing and Stakeholder Development (2 days)	2016
Safe System Engineering Workshop (3 days)	2015
ISO - The Next Generation International Working Group (ISO 39001)	2014
IFAP - Safety and Health Representatives (5 days)	2010
IPWEA - Road Safety Auditing Course (3 days)	2010

Education History

Bachelor of Business (Management)	2014
IFAP – Workplace Safety Representative	2010
Diploma in Business Management (NZ)	2000-2002
Diploma in Marketing (NZ)	2000-2002
Advanced Trade Certificate (Furniture Restoration)	1999

Publications

- NZ Transport Agency / ACC NZ joint business case for a National Road Safety Partnership Programme (NZ Better Business Case Approach).
- Global Commission for Road Safety - Handbook of Global Road Safety (Co-author)
- United Nations Road Safety Collaboration (UNRSC) - Provision of Transport and Mobility Safety & Environmental Sustainability in low and middle income countries (white paper)
- National Fleet Benchmarking Project, public discussion paper and final report – NRSP Australia
- Occupational Work Related Road Safety Guide – New Zealand and Australian Bilateral Guide
- Australian National Road Safety Partnership Program Strategic Plan and Public Discussion papers
- University of New South Wales - Land Transport Safety Review/Strategy Project # S22 (NTC)
- Multiple Western Australian government agency road safety publications of road safety partnerships, work related road safety and collaboration
- Resource Industry Global Collaborative Road Safety Strategy Project (endorsed by the WHO & FIA Foundation)

Professional references can be provided on request

PROFILE

Improvement and change specialist with qualifications in law, improvement, dispute resolution and psychology:

- supporting measurable innovation and improvement in workplaces to enhance human well-being and productivity
- across complex and challenging environments with multiple stakeholders, often with a history of entrenched disputes and disparities
- within varied roles including managerial, advocacy, advice giving and third-party facilitation.

KEY COMPETENCIES

Well-developed conceptual framework for thinking strategically about systems improvement and innovation: I have led innovative approaches to change and designed interventions that support organisations to inspire their people to improve their processes.

Highly integrated systems improvement tool kit: I am able to choose the appropriate methods and tools to support teams to develop changes to their work systems and processes that create measurable improvements.

Natural capacity for building and maintaining trusting relationships: I am able to help surface issues relevant to a system's performance so that they can be raised and addressed.

Engaging approach to teaching others: I am able to make the tools and processes of improvement easily understandable and inspire others to use them.

Sophisticated set of facilitation and joint problem-solving skills: I have assisted organisations and individuals to address and resolve complex challenges.

Proficiency in writing and presenting to a range of audiences: I have made written submissions and given oral presentations to a wide range of decision making bodies. I have had articles published in magazines and a book, and I have presented at conferences.

Thirst for knowledge and a passion for learning: I read extensively about how social and workplace systems change for the better: how this change is led, sustained and then re-invented.

FIELDS OF EXPERTISE

Continuous improvement: I have considerable experience introducing executives and frontline teams to the skills and processes associated with measurable and sustainable improvement across diverse contexts such as the health, finance and infrastructure sectors.

Workplace culture: I have worked with numerous organisations and teams supporting them to transition to less conflictual, and more productive, modes of functioning that includes both improved workplace relationships as well as appropriate organisational structures.

Learning and development: I have delivered workplace change and continuous improvement training to more than a 1,000 people in both large and small workshops.

The psychology of change: I understand that people don't resist change but rather resist being changed. My approach to supporting organisational change is built around working with rather than doing things to or for them.

EMPLOYMENT SUMMARY

Oct 2011 –
Apr 2018

**Counties Manukau District Health Board (Ko Awatea)
Campaign Manager (Oct 2013 – April 2018)**

- Providing improvement advice and support to a range of improvement initiatives across different levels of the Counties Manukau Health system to improve patient care and service quality.
- Supporting senior leaders develop an improvement strategy, as well supporting the divisions / teams they lead, develop high performance work practices to improve the care provided to patients.
- Providing leadership for the Ko Awatea Community Organising stream of work that included a community organising campaign addressing Polynesian youth health, “Handle the Jandal”.
- Providing internal and external facing training programmes teaching community organising skills and large-scale change practices.
- Led a demand side intervention exploring ways of reducing hospital admissions. The theory of change we were exploring was: if people live more “satisfying” lives they are less likely to require health care services.
- Produced 2 TEDxManukau events that formed part of the strategy of highlighting the stories that emerged from the work in the above bullet point.

During this period of employment, I was seconded to World Vision for 6 months (see below)

Manager, Centre for Quality Improvement (Oct 2011 – Sept 2013)

- Provided leadership and direction to the centre comprising some 30 staff across 4 functional teams: Quality Improvement, Risk and Quality Assurance, Infection Prevention & Control as well as Medication Safety.
 - Supported the development and implementation of quality improvement programmes across the Counties Manukau Health secondary care system
 - Member of the Senior Leadership team for Ko Awatea.
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Jan 2017 –
Jul 2017

**World Vision
Strategic Advisor to the CEO (0.5 FTE Secondment)**

- Developed a proposal for a multi-stakeholder initiative, that included Ko Awatea and World Vision, supporting health and well-being across Polynesian Pacific nations aligned to the objectives of the United Nation's Sustainable Development Goal 3.
- Created a framework, and developed the content, for a World Vision "continuous improvement" programme provisionally titled "Better". The programme included both an aspect of supporting leadership to understand and lead a continuous improvement organisation, along with ideas for developing self-organising teams, as well as a skills development component teaching front line staff the skills and tools associated with continuous improvement.

This period of secondment ended when both the CEO of World Vision and the Director of Ko Awatea resigned from their respective roles in and around July 2017.

Jan 2006 –
Oct 2011

Department of Labour (Partnership Resource Centre)
Partnership Practice Manager

- Advised and contributed to the design of appropriate organisational interventions to build workplace partnerships at 15 workplaces, ensuring that both the union and employer parties were able to advance workplace improvements that met their mutual and separate interests.
- Of the 15 workplaces 3 were health based; 2 Mental Health Services and the third, the Safe Staffing Healthy Workplaces initiative that arose from the settlement of the national Nurses Collective Agreement in 2009.
- Provided project management of the Centre's contracted staff in the performance of their work on the Centre's workplace partnership activities.
- Contributed thought leadership around workplace partnership, continuous improvement and organisational development to the staff and associates of the Centre that included identifying, and bringing to New Zealand, international experts in interest-based bargaining, workplace partnership, strategy development, facilitation skills and continuous improvement.

During this period, I was seconded to the Ministry of Health for eighteen months (see below).

Feb 2008 –
Jul 2009

Ministry of Health (Health Sector Relationship Agreement Governance Group)
Programme Director (1.0 FTE Secondment)

- Oversaw the body of work that included processes aimed at developing the relationships across the tripartite parties to the Governance Group as well as work across the 4 work streams it commissioned.
 - Led the work of a team of 4 people that included 3 Associates from the Partnership Resource Centre.
 - Provided a secretariat function for the bi-monthly meetings of the HSRA Governance Group that comprised Health Board Chairs, CEOs, CTU and affiliated health union national secretaries along with senior Ministry of Health officials'.
 - I reported to a Reference Group comprising a DHB CEO, DD-G of Health and a Union National Secretary.
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Nov 2001 -
Dec 2005

Auckland District Health Board
Employment Relations Manager

- Provided a full range of both strategic and operational employment relations advice to the DHB's executive and service managers.
 - Led collective bargaining initiatives on behalf of the DHB.
 - Built and maintained constructive relationships with union officials; and supported managers implement change initiatives.
 - Provided training to managers on various aspect of the Employment Relations Act.
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Jan 1991 – Attorney, Policy Advocate, Mediator & Arbitrator**Oct 2000**

Prior to emigrating to New Zealand and after completing my law degree, I held a number of roles, both employed by non-governmental organisations and self-employed:

- providing industrial and employment mediation, arbitration, facilitation services to the Commission for Conciliation, Mediation and Arbitration, the South African Clothing Industry Bargaining Council, the Motor Industry Bargaining Council, the Independent Mediation Service of South Africa and mediation and training services to the Centre for Conflict Resolution.
- contributing advocacy around community mediation as an approach to access to justice in a post-Apartheid South Africa, including submissions to the Constitutional Assembly, (Theme Committee V), the National Legal Forum on Access to Justice and the Community Justice Task Team.
- delivering training on joint problem solving and mediation to a range of non-governmental and community-based organisations.
- teaching human rights and providing legal education to candidate attorneys as well as para-legal staff of community and non-governmental organisations.
- representing clients, predominantly the rural poor, in civil and criminal cases against acts of abuse of state power for an NGO called Lawyers for Human Rights.
- establishing one of a number of a sub-region civilian election monitoring groups on secondment to the Independent Electoral Commission during the 1994 election.

I also completed the formal study and professional exams required for admission as Attorney of the Supreme Court of South Africa in 1991.

QUALIFICATIONS

Jan 1991 - Jan 1993	South African Law Society Registered as a Candidate Attorney; completed professional exams and admitted as an Attorney of the Supreme Court of South Africa.
Feb 1988 - Dec 1990	University of Cape Town Bachelor of Laws (LLB)
Dec 1985 - Feb 1982	University of Cape Town Bachelor of Arts (BA), majoring in Psychology

PROFESSIONAL CERTIFICATION & STUDY

Jun 2013 - Mar 2014	IHI Improvement Advisor Professional Development Programme The Institute for Healthcare Improvement's training programme, equivalent to a Six Sigma Black Belt.
May 2001 - Apr 2002	University of Auckland Completed papers in Economics, Management Accounting and Organisation Development in part completion of the requirements for a PG Dip. HR
Jan 1997 – July 1997	Commission for Conciliation, Mediation & Arbitration Development Programme The CCMA's in-house required training for their mediators and arbitrators. (The CCMA is the South African equivalent to the Employment Relations Authority combined with the DoL's Mediation services.)

CONTINUING EDUCATION

I have been fortunate to attend a number of workshops to support my continued education. Below is a short list of these.

May 2015 Moving the Needle on Complex Social Issues

with Mark Cabaj on working with complexity.

June 2014 Cynefin & Sense Making

with Michael Cheveldave and Zhen Goh of Cognitive Edge introducing participants to the Cynefin framework developed by their colleague Dave Snowden: a tool for understanding complex adaptive systems and how to work with them.

March 2010 Whole Scale Change

with Mary Eggers and Beverly Seiford of Dannemiller Tyson & Associates.

Nov 2009 Advanced Facilitation Skills for Multi-Stakeholder Collaboration

with Sam Kaner of Community at Work.

Nov 2008 Don't Just Do Something, Stand There

with Marvin Weisbord & Sandra Janoff of Future Search on advanced facilitation skills.

March 2008 Solving Tough Problems

with Adam Kahane, Lee-Anne Grillo and Jeff Barnum of Genron REOS introducing the practice and theory of "Theory U – the social technology of Presencing".

REFERENCES

Names and contact details available on request.
