



## Collaborative Conversations

How To Talk Together So Work Gets Done

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Executive Coach & Strategy Consultant

### Overview

Trained as an Integral Coach with a background that includes a decade on the core team that developed the World Café dialogue process, Ken works at the intersection of individual, team and organizational learning to open up new vistas of thinking while finding practical steps for effective action.

### Specialization

- Collaborative Conversations
- Cultivating collective intelligence in teams and organizations
- Participant-driven designs for training and events
- Somatic awareness and self-regulation
- Executive and Team Coaching
- Coping with wicked messes
- Conflict as a creative force for change
- Well being at work

### Case Studies

**Technology:** Integrating a new leader into an existing team.

#### *Overview:*

A recently hired SVP and his newly formed leadership team needed to rapidly bring out the best in each other while achieving ambitious growth targets. We embarked on a six month coaching adventure.

#### *Outcome:*

A roadmap for the next 24 months was developed and fully fleshed out with detailed responsibilities and action items agreed to and made publically visible (to the team) for easy tracking and shared accountability. Polled at the end of six months for what had shifted during our time together, the consensus response was that the team was having far more productive conversations than they were prior to the coaching, and they were consistently hitting their target numbers.

### Summary

Innovative thinker with over 30 years of experience helping people to be smarter together.

### Industry Experience

- Technology
- Pharmaceuticals
- Education
- Government

### Qualifications

- Co-developer of the World Café dialogue process
- Conversational Designer
- Open Space Facilitator
- Primary architect of the Worldview Literary Program at the Institute of Noetic Sciences
- Designer/instructor of the Coaching for Well Being course of SFSU's Certificate in Positive Psychology Program
- Founder and developer of Collaborative Conversations – a methodology for getting work done through conversations
- President of the Bay Area Society for Organizational Learning
- Co-chair for The Society for Organizational Learning's 2018 Annual Gathering
- Professional Certified Coach (PCC), New Ventures West
- Institute for Cultural Affairs
- Technology of Participation

## Case Studies – continued

**Education:** In order to streamline both costs and efficiency, the University of California at Santa Cruz needed to consolidate 24 separate IT departments into a single entity.

### *Overview:*

Using a participant-driven approach, we brought together the heads of each department and helped them to make their collective knowledge, concerns and aspirations visible in ways that identified the critical path forward.

### *Outcome:*

The integration initiative was a success by every significant measure. Of 250+ people affected, fewer than a dozen were laid off, several took early retirement and some opted for part-time status through job sharing. The new IT department kept the continuity of service that was present under the older divisions, and surveys of customers showed a higher level of satisfaction as a result of the consolidation effort.

**Government:** Training the top 50 executives in a 6,000 person organization on how to be agents of change.

### *Overview:*

The Kansas Department of Social and Rehabilitation Services was facing a major change effort when they realized that 70% of their people would retire within five years, and the new hires coming in had a completely different approach to work.

### *Outcome:*

The “Prevention Initiative” conserved what worked with the old system, while integrating new approaches to social work and streamlining bureaucracy. Both employee job satisfaction and customer service satisfaction increased.

## Coaching Style

Grounded, insightful, practical, and comprehensive, are a few of the adjectives that Ken's clients have used to describe him. He listens deeply to gain an understanding and checks to see if he is making accurate assessments before attempting to provide any guidance. Ken looks for simple modest steps that can be sustained over time to provide optimal returns.

## Consulting Philosophy

Ken believes in leaving the world a little better for having passed through it. He brings that same stance to his professional engagements. “How can we work together so that we are all enriched by our efforts?” Ken works with clients (both individuals and teams) to identify where they are not getting the results they desire and then coaches them to develop the competencies required to achieve their aims. Collaboration is an art form based on learnable skills. Each of us has access to multiple intelligences that are rarely fully utilized. Tapping into them is both personally and professionally rewarding, leading to higher performance, increased satisfaction, greater well being, and quality results.