

News from Mark McKergow and the Centre for Solutions Focus at Work

ISSUE 2 | Winter 2012

# iFLOW – time management you've got time for

Do you want to perform at your very best in 2012? Learn how to use your time better, smarter and easier with iFLOW.

Overflowing inbox? Rushing from one thing to another? Key long-term tasks continually postponed? Worrying in the evening about jobs left undone? Say goodbye to these and many more worries with iFLOW – our latest application of solution-focused thinking in management.

## A new generation of personal effectiveness – fit for YOU

There are many different time management systems on the market. These can be effective – but how many of us have one or more of these systems on our shelves gathering dust, or at best only partly used?

iFLOW takes a different approach. Rather than tell you how to manage your time, we help you transform **your** systems, routines and work processes using SF processes. And we have plenty of options for you to look at for those difficult-to-crack elements of your work.

"Massive step forward in clarifying values and establishing new working practices", Tony Lee, Warehousing Manager

iFLOW gives you the *information* to really get *FLOW*ing with your work and your life. We've been piloting this programme for two years – and we know it works. It's a new concept in personal effectiveness. Read more at **www.iflowtime.com**.

## 26 April 2012 – join the iFLOW programme in London – just £299\*

As well as offering in-house courses, this year we are offering a public iFLOW programme in Central London: one day of training and a follow-on coaching session.

The coaching session, 2-3 weeks later, is with Shakya Kumara, the creator of the iFLOW model. Shakya will help you to:

- Tune your systems to really match your needs and aspirations
- Draw on the most relevant expertise in the field of time management as applied to your particular situation
- Clarify your next step forward in making the very best use of time

## FREE download the iFLOW White Paper

\*Early bird booking before 26 March.

#### Where's Mark?

Upcoming events around the world featuring Mark McKergow and members of the sfwork team

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Our latest one day programme plus followup personal coaching session
www.iflowtime.com

## ■ Busting the Block – script constellation for writer & directors

London, 15 February & 25 April (evenings)
Experience systemic structural
constellations applied to move script writing
More at www.scriptexplorers.com

#### ■ Leader as Host, Manager as Coach

Olomouc, Czech Republic: 23-24 March
A unique combination of Mark's work
combining leadership and coaching ideas
Contact Leos Zatloukal,
leos.zatloukal@centrum.cz

### ■ The Happiness Challenge – building a better organisation

Bristol, UK: Start 17 April 2012 (with Happy City). A ten-week organisational programme. Click here for details

#### ■ SOLWorld 2012 conference

Keble College, Oxford: 6-8 September

International SF conference back in the UK. www.sol2012.com

#### ■ Online SF Business Professional

Online: Starts 15 September 2012 Click here for full details and booking

#### iFLOW participants

The programme will be fantastic value for:

- Training / L&D managers wishing to experience the power of iFLOW
- Anyone who wants to make their work more effective and efficient!

"I rate this programme 10/10. It's helped me be more efficient, get things done on time and prioritize better. I'm now fresher and more relaxed, happier and more available to my team members." Isabelle Felix, International Logistics Team Manager, UK Retail Chain

To find out more, read our free White Paper and get details of the London course, read www.iflowtime.com.

#### The Quarterly Case: Getting on target with a large team – fast!

Each issue will bring news of some real work we've been doing using SF ideas. This time we're focusing on a half-day team workshop we designed and delivered for a group of around fifty people.

One division of a major service provider client was struggling with meeting their targets. These had been agreed at the start of the year, and now performance was falling short in many areas. Worse, missing the targets would cost the division at least £1 million in penalty payments. There was a lot of grumbling in the team at those who had agreed the targets – and yet, the situation had

to improve. And time was ticking away... every month meant further penalties and less time to act.

The sfwork team worked with the divisional managers to devise a mass progress-building workshop. Time was tight, and only half a day was available. However, many key managers could attend.

Using a single facilitator on the day, we led a series of processes where the managers focused on establishing what they wanted in each case, and building on what was already working. Keeping this large group of people engaged and active plays to our strengths in active processes and accelerated learning, and by the end of the day there was both new clarity and agreed next steps in all areas.

We helped the team to keep the momentum going with follow-up and further coaching. After eight weeks the team had gone from 'stuck' to their numbers being 57% of the way to where they needed to be. Some targets were already met, while in other cases there were good examples of success to build on.

All this came from one half day workshop with a single facilitator! This is an example of how SF can help teams and organisations who are struggling, and help them fast.

**Click here** for more on our workshops for teams in tough situations.

## Read Mark's landmark review of SF in management

Mark McKergow has long been a pioneer in the use of SF ideas in management. He was approach to write a landmark review –

compiling as much of the reliable evidence as possible – for a new book published by Oxford University Press.



The book has finally been published (Solution Focused Brief Therapy, edited by Cynthia Franklin and others). Better yet, you can click here to read Mark's chapter FREE at his academia.edu website.



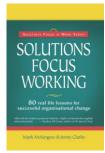
## Solution-focused training need analysis

Never mind the gap! That's the message in Mark's article about Training Needs Analysis and how to use SF ideas to do it. Rather than focus on the 'performance gap' to be bridged, an SF approach starts with what's wanted and the difference it will make – more positive and more powerful. Click here to read Mark's latest thinking on this popular topic.

#### Book focus: Solutions Focus Working: 80 real-life lessons for effective organisational change

The sfwork team have written and published a number of books over the years. This one is a hidden

gem –
masses of
great
practical
ideas
connected to
real-life
cases.



Each chapter looks at a real (named) organisation facing a tough challenge, and how they used SF ideas to work with it.
Cases range from the large-scale (Lufthansa, British Sky Broadcasting) through professional organisations (Ontario Medical Association), healthcare (Cologne), chemicals (Beyer Cropscience), to a small sportswear retail group.

"Filled with the wisdom of profound simplicity. I highly recommend this insightful and practical book." Stephen MR Covey, author of The Speed of Trust

Read more about the book and buy it from amazon.com or amazon.co.uk at our new website.

## An ecology of conversation: interview with Nora Bateson

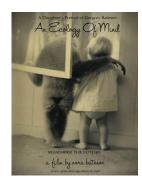
Gregory Bateson, the maverick anthropologist and systems thinker, is a kind of grandfather to SF thinking. Bateson's original research project looking at mental illness as dysfunctional communication paved the way for brief therapy, the Mental Research Institute, the interactional view and ultimately Steve de Shazer's thinking. Bateson dies in 1980, and his youngest daughter Nora has now made an excellent film portrait of her father and his work.



Nora was special guest at the SOLWorld 2011 conference, where the film received a very warm reception. She talks to Mark McKergow about her father's work, connections with SF and ways forward in times of global crisis. Nora also discovers some interesting ways in which SF resonates with her father's work. Click here to read the interview FREE in the InterAction journal.

Nora's film, An Ecology of Mind, is

showing at film festivals around the world to great acclaim. Nora is coming to the UK in



February 2012 – look for dates and showings on her website www.anecologyofmind.com.

## Busting the Block – script constellations in London, Feb and April

Mark has spent time with constellations pioneers Matthias Varga and Insa Sparrer, and is particularly interested in applying their systemic constallations method to artistic projects. With Richard Tierney he is one of the Script Explorers (www.scriptexplorers.com) who help writers and directors explore their stories and



characters.

Following successful appearances at the London Screen Writers
Festival and BAFTA, Richard and Mark are offering two open evenings for writers to come and experience the power of constellations with scripts and narrative.

"This is one of the most creative and innovative ways possible to get a deeper understanding of your characters and story. It can unlock elements that make the relationships--and the script--come alive." Jurgen Wolff, author of Your Writing Coach

Busting the Block is running at Regent's College, London from 7pm on 15 February and 26 April. More details at

www.scriptexplorers.com .

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