



# PURCO SA CONFERENCE 2019:PRESENTATION

“People Tools for Collaboration in The Thinking Environment®”

FACILITATOR:



EVOLUTION  
TRAINING SOLUTIONS



## • REFERENCE: Book – MORE TIME TO THINK by Nancy Kline

The story of how Martin Kalunga-Banda taught the past president of Zambia, President Mwanawasa, The Thinking Environment® principals & processes that resulted in a saving of 40% of the GNP. The meeting took exactly 36 minutes i.e. in attendance were Diplomats & Parliamentarians. His key message to the then President was – “You must *SERVE* your people by *LISTENING* to them”...





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## MODEL OF INTENTION

"When information causes reformation  
then it may lead to transformation"  
S.F. Haeri (Teacher, Philosopher, Author)



**I** INTENTION  
**K** KNOWLEDGE  
**S** SKILLS  
**A** ACTION  
**R** REFLECTION / RESULT

### SERVICES

MANAGEMENT CONSULTANT  
BUSINESS COACH  
STRATEGIC & PEOPLE DEVELOPMENT FACILITATION  
LEADERSHIP & MANAGEMENT DEVELOPMENT  
MOTIVATIONAL SPEAKER

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# THE INTENTION TO COLLABORATE

- For Collaboration to work, there needs to be an INTENTION to COLLABORATE
- The ACTIONS to collaborate require CALIBRATION between INTENTION & ACTION
- Calibration means that we REFLECT i.e. whether our intention changed or is it the same - change is constant
- INTENTION i.e. means purpose, direction, goal, the greater good for the organisation and purpose of collaboration
- The over arching INTENTION – *To be Humane Human Beings* in all that we do; all our actions; our speech; our way of being; to do our jobs in a way that builds humanity; to not destroy another human being for the sake of ego / winning
- An opportunity to claim back our Humanity in the workplace whilst getting the job done and increasing the bottom line!



## THE FIVE AGREEMENTS

### 1 BE IMPECCABLE WITH YOUR WORD

Speak with integrity. Say only what you mean. Avoid using the word to speak against yourself or to gossip about others. Use the power of your word in the direction of truth and love.

### 2 DONT TAKE ANYTHING PERSONALLY

Nothing others do is because of you. What others say and do is a projection of their own reality, their own dream. When you are immune to the opinions and actions of others, you won't be the victim of needless suffering.

### 3 DONT MAKE ASSUMPTIONS

Find the courage to ask questions and to express what you really want. Communicate with others as clearly as you can to avoid misunderstandings, sadness, and drama. With just this one agreement, you can completely transform your life.

### 4 ALWAYS DO YOUR BEST

Your best is going to change from moment to moment; it will be different when you are healthy as opposed to sick. Under any circumstance, simply do your best, and you will avoid self-judgement, self-abuse and regret.

### 5 BE SKEPTICAL BUT LEARN TO LISTEN

Don't believe yourself or anyone else. Use the power of doubt to question everything you hear. Is it really the truth? Listen to the intent behind the words, and you will understand the real message.

Author - Don Miguel Ruiz & Don Jose Ruiz

# CODE OF CONDUCT TO BE HUMANE AGREEMENT

- COLLABORATION between people requires a code of conduct that all on the team and in the organisation agree to
- The FOUR AGREEMENTS + THE FIFTH AGREEMENT = THE FIVE AGREEMENTS
- 5 Practices that we develop to be Humane Human Beings in the workplace
- We choose to speak well of ourselves and others – we do not gossip
- We choose to not take things personally by becoming immune to the opinions of others – we reflect on the task at hand
- Instead of just assuming, we check the facts (information)
- We realise that our best varies dependant on our health and the ebb and flow of life
- We listen to the intention behind the words through being skeptical
- We do not need blood on the floor to do well in our jobs!



## THE TEN COMPONENTS OF A THINKING ENVIRONMENT®

- 1 ATTENTION** Listening with palpable respect, with interest in where the thinker will go next, and without interruption
- 2 EQUALITY** Treating each other as thinking peers  
Giving equal turns and attention  
Keeping agreements and boundaries
- 3 EASE** Offering freedom from internal rush or urgency
- 4 APPRECIATION** Offering genuine acknowledgement of a person's qualities  
Practicing a 5:1 ratio of appreciation to criticism
- 5 ENCOURAGEMENT** Giving courage to go to the unpopular or cutting edge of ideas by moving beyond internal competition
- 6 FEELINGS** Allowing sufficient emotional release to restore thinking
- 7 INFORMATION** Supplying the facts  
Dismantling denial
- 8 DIVERSITY** Welcoming divergent thinking and diverse group identities
- 9 INCISIVE QUESTIONS™** Removing assumptions that limit our ability to think for ourselves clearly and creatively
- 10 PLACE** Creating a physical environment that says back to people, "You matter"

# THE TEN COMPONENTS OF A THINKING ENVIRONMENT®

- **“EVERYTHING THAT WE DO AS HUMAN BEINGS, DEPENDS ON THE QUALITY OF OUR THINKING FIRST”**...Nancy Kline, Founder & President of *Time to Think*®
- The system of the Ten Components (Behaviours), allows others to think well in our presence
- We bring our independent thinking into the meeting, so that we all think well together
- Knowing that you will have your turn to speak and be listened to (Equality) without interruption in your time, brings every voice into the meeting, especially those of us who are Introverted or Introverted-Extroverts
- Creating a Thinking Environment in organisations is an act of leadership!



## THINKING ENHANCERS

### We think best when:

- ∞ We know we are respected
- ∞ We trust our own intelligence
- ∞ Our minds are free of fear
- ∞ Our ideas will affect a specific outcome
- ∞ We are seeking the best idea, not trying to win
- ∞ People show interest and delight in us
- ∞ We have accurate and complete information
- ∞ We are in charge and not being exploited
- ∞ We are not rushed
- ∞ Our questions are welcomed
- ∞ We are asked incisive questions
- ∞ We are engaged in work that expresses our values
- ∞ We are in active pursuit of our dreams and goals
- ∞ Stereotypes and oppressive attitudes are not tolerated
- ∞ We are at ease
- ∞ We think well of ourselves
- ∞ Everyone in the group is given a chance to think and speak
- ∞ We know specifically how we are appreciated
- ∞ The physical environment says back to us, "You matter"
- ∞ We are encouraged to think beyond the usual
- ∞ Our physical bodies are comfortable and respected
- ∞ We are in caring relation to others

# THINKING ENHANCERS

- *These are BEHAVIOURS that enhances our thinking*
- These are behaviours that allows us to think well for ourselves and in our teams
- We think best when these behaviours are lived and embedded in our organisations
- SELF-AWARENESS - The core of Emotional Intelligence: – being conscious of Thinking Enhancers develops our self-awareness!





## THINKING INHIBITORS

**We think least well when we are  
in the presence of:**

- ∞ Ridicule
- ∞ Competition
- ∞ Intimidation
- ∞ Perfectionism
- ∞ Cynicism
- ∞ Criticism
- ∞ Powerlessness
- ∞ Self-doubt
- ∞ Formality
- ∞ Physical discomfort
- ∞ Seduction
- ∞ Low expectations
- ∞ Addiction
- ∞ Stereotyping
- ∞ Pity

# THINKING INHIBITORS

- ***These are BEHAVIOURS that reduces our ability to think well***
- These behaviours lead to performance issues
- Fear; feelings of not being good enough; being made to feel bad & inadequate shuts down thinking
- We are incomplete when we are in the presence of these behaviours
- **SELF-AWARENESS** - The core of Emotional Intelligence: – being conscious of Thinking Inhibitors develops our self-awareness!



## SERVICE OFFERING

- **EXECUTIVE COACHING:** One-on-one coaching for high performance through developing one's independent thinking; Alignment of job role & business strategy; Alignment of business & personal values
- **TEAM COACHING:** Alignment of individuals in teams to become high performance teams by thinking well individually & independently together
- **TIME TO THINK:** Teaching the behaviours of The Ten Components of a Thinking Environment®; creating Thinking Environments® and embedding the practices & building blocks
- **TRANSFORMING MEETINGS:** Training teams on running meetings as Thinking Environments by keeping all thinking well for themselves and together; saving time and money
- **MANAGEMENT & LEADERSHIP DEVELOPMENT:** Facilitation of building blocks; theories & practices to become effective managers & leaders
- **STRATEGY FACILITATION:** Facilitation of strategic sessions; team & group sessions





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THANK YOU