

# Systemic Stairway® Facilitation Overview

The Systemic Stairway® offers a reliable methodology emphasising a collaborative approach for resolving a wide variety organisational challenges. The methodology caters for a wide variety of complex “messy” situations ranging from operational problems through to critical strategic issues. The first step is to identify a boundary question that provides an appropriate scope for the facilitation process. The methodology then answers the boundary question in three main steps. The infographic below illustrates the process.



Below is an outline of a typical in-person strategy process which can be adapted for specific situations and also delivered virtually:

## Commissioning (+/- 1 hour)

Over the phone or video call, we discuss the situation to be resolved and convert the problem into a carefully worded boundary question. We agree logistics, especially who will participate, and the mode of delivery (virtual, in-person, or a combination).

## Day 1 (08:30 – 16:30)

The morning is devoted to **rapid sense-making** using a systemic approach and is usually completed by lunchtime. Sense-making is a valuable eye-opening session that gets all stakeholder to agree and align on priorities that need to be managed.

In the afternoon, we question assumptions and develop 1<sup>st</sup> draft, high leverage decisions to manage priorities.

## Day 2 (08:30 – 16:30)

We spend most of the day refining and converting the first draft decisions into **executable decisions**. This is a structured process requiring participants to think through new decisions in detail to the point where they are believable, implementable and pass quality assurance.

In the latter part of the afternoon, all participants spend a few hours making **solid commitments** to implement at least the first steps towards resolving the situation. These commitments ensure tangible and deliberate action resulting in **real impact** and **real change**.

## Outcomes:

- A Systemic Stairway® distinguishing high priority drivers from important outcomes.
- An assessment of current state and identification of high impact areas for improvement..
- Articulated mindshifts necessary to underpin and structure new decisions.
- 1<sup>st</sup> draft broad decisions necessary to bring about positive change.
- 2<sup>nd</sup> draft executable decisions necessary to implement positive change.
- Written, publicly stated, irrevocable commitments to implement decisions and take first steps.

## Fee

R27 500 ex VAT per day, thus R55 000 ex VAT for a two-day workshop including workshop documentation. This fee excludes all travel costs, catering and venue hire which is normally organised by the client.