



Webinar

From conflict to innovation

Special Guest **Fiona McKenzie**

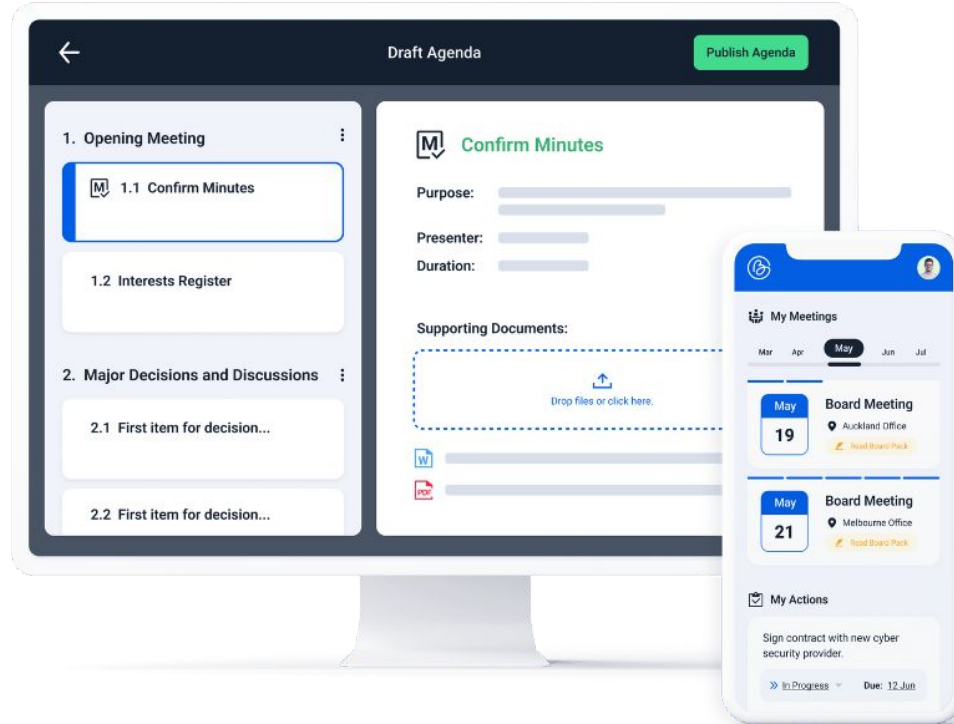




Congratulations
Bruce Forsyth

Industrial Site Services







Making the fundamentals of governance free and easy to implement



Governance Made Easy

Governance Resource Centre

Explore free governance resources for growing your organisation and adopting good governance practises. From meeting minutes templates to CEO reporting templates, our comprehensive guides and templates will cover your governance and business essentials.

Content type

Topic

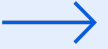
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Slides, webinar video,
and transcript will be sent
to you. Relax, listen and
ask questions



**Fiona
McKenzie**

Managing Director
Resolving Matters



**Steven
Bowman**

Managing Director
Conscious Governance



**Julie Garland
McLellan**

Managing Director
The Directors Dilemma

From Conflict to Innovation



History shows us that rivalries and disputes have fuelled breakthroughs in fields like art, music and architecture.

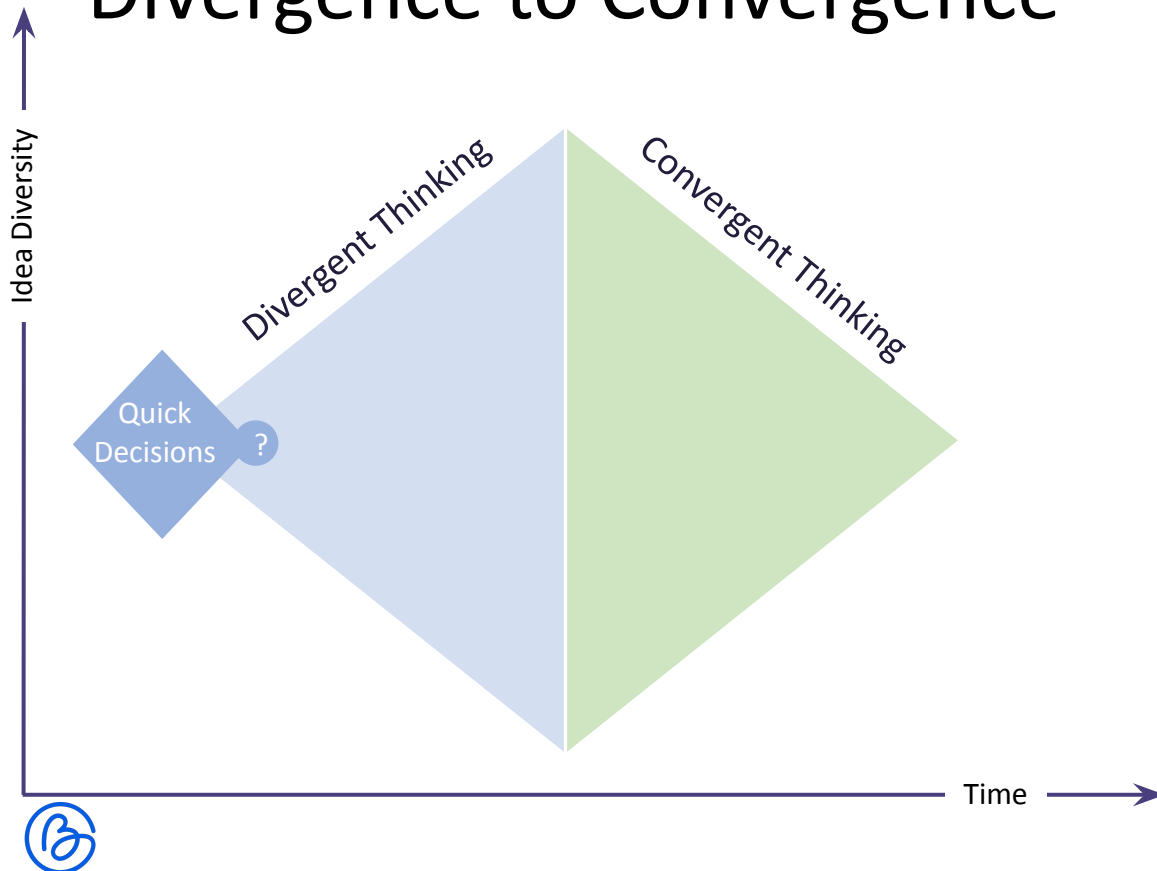
Conflict *can* generate innovation.

For leadership teams and boards, conflict is an overlooked source of innovation and progress.



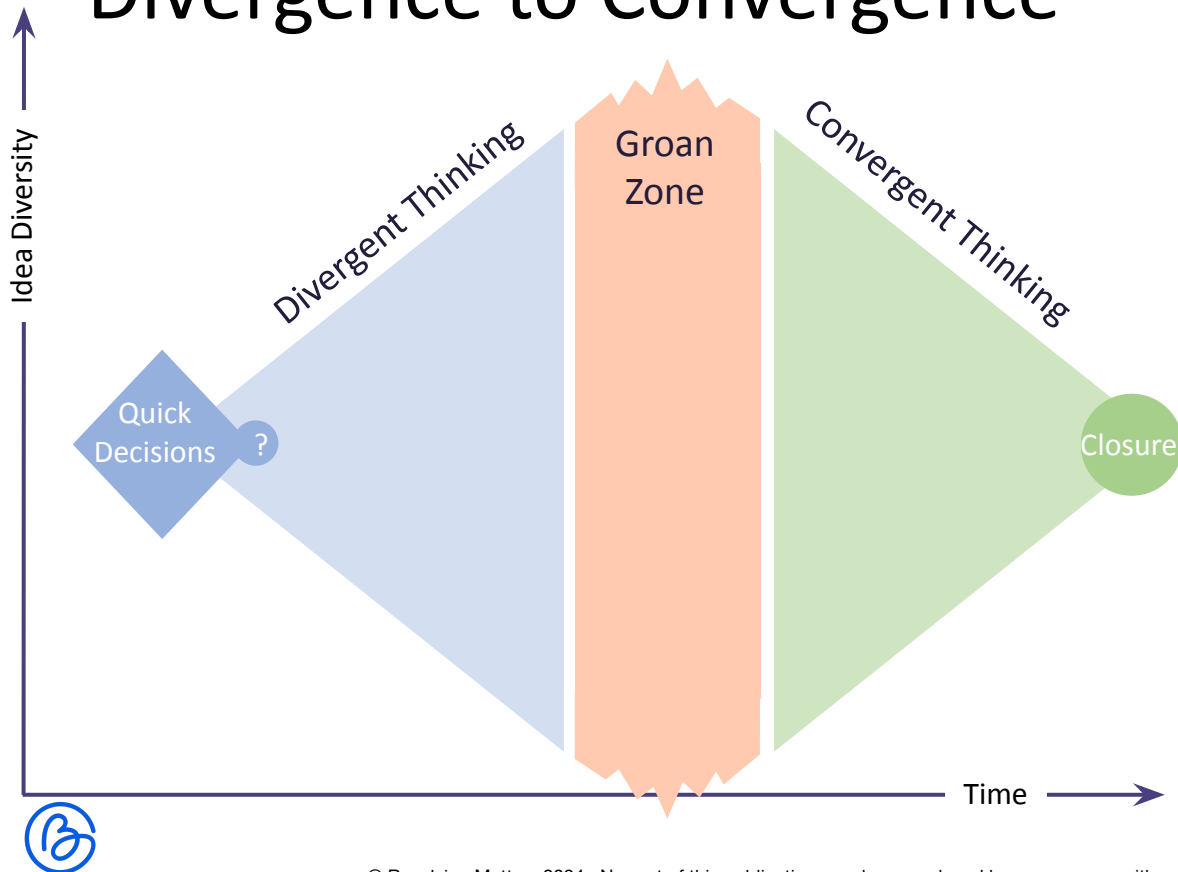


Divergence to Convergence



- Don't be tempted to avoid conflict by making quick decisions.
- When there is no easy solution, divergent thinking is needed.
- To reach a decision, convergent thinking follows ... but ...

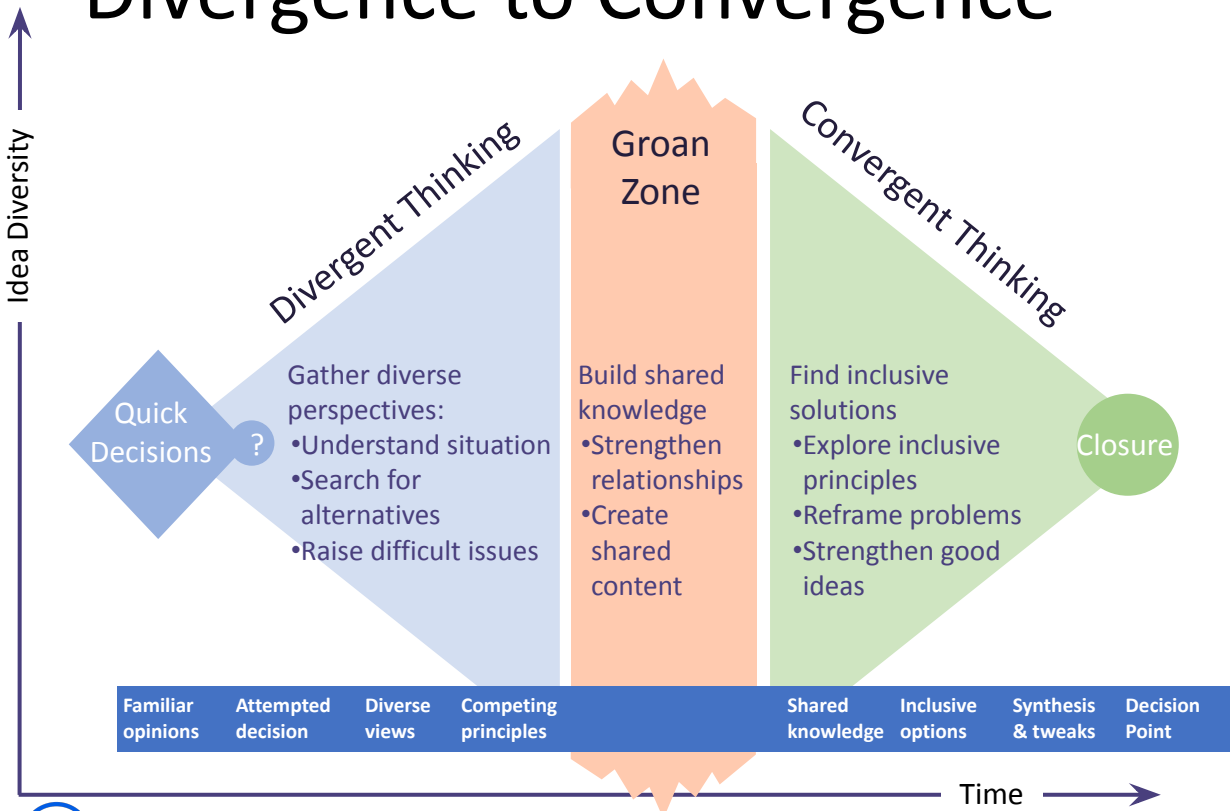
Divergence to Convergence



- ... it's not easy!
- People get stuck on their ideas, they don't listen, and they push for closure too soon.
- Persevering through the groan zone is the key.
- It's not comfortable but it is worth it.

Adapted from Sam Kaner's *Facilitator's Guide to Participatory Decisions-Making*

Divergence to Convergence



- The divergent thinking phase is about gathering diverse perspectives.
- The focus of the groan zone is to build shared knowledge.
- The convergent thinking phase is about finding inclusive solutions.

Adapted from Sam Kaner's *Facilitator's Guide to Participatory Decisions-Making*



Applying the model



Disagreements on boards tend to fall into one of four categories:

1. Direction of the organisation
2. Budget priorities
3. Growth versus Sustainability
4. People-related matters





Tips for Innovation

- Don't underestimate the power of the groan zone
- Don't stop at the bottom of the flipchart paper
- Create a safe environment for disagreement
- Focus on the problem, not the person
- Get outside help





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**Julie Garland
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Steven Bowman

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QR code to
Fiona's newsletter

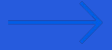


Webinar Schedule

Oct - Dec 2024



104.	How to think differently about whole of business governance	On Demand
105.	How to create your annual operating plan	On Demand
106.	Developing CEO KPIs and Performance Management frameworks	On Demand
107.	The AI Playbook: How to Elevate Your Governance Game	On Demand
108.	Cultivating Board Culture for Excellence and Impact	On Demand
109.	From conflict to Innovation	On Demand
110.	Identifying and managing conflict of interest	Dec 12
111.	The purpose and function of advisory boards	Dec 19



Thank you

