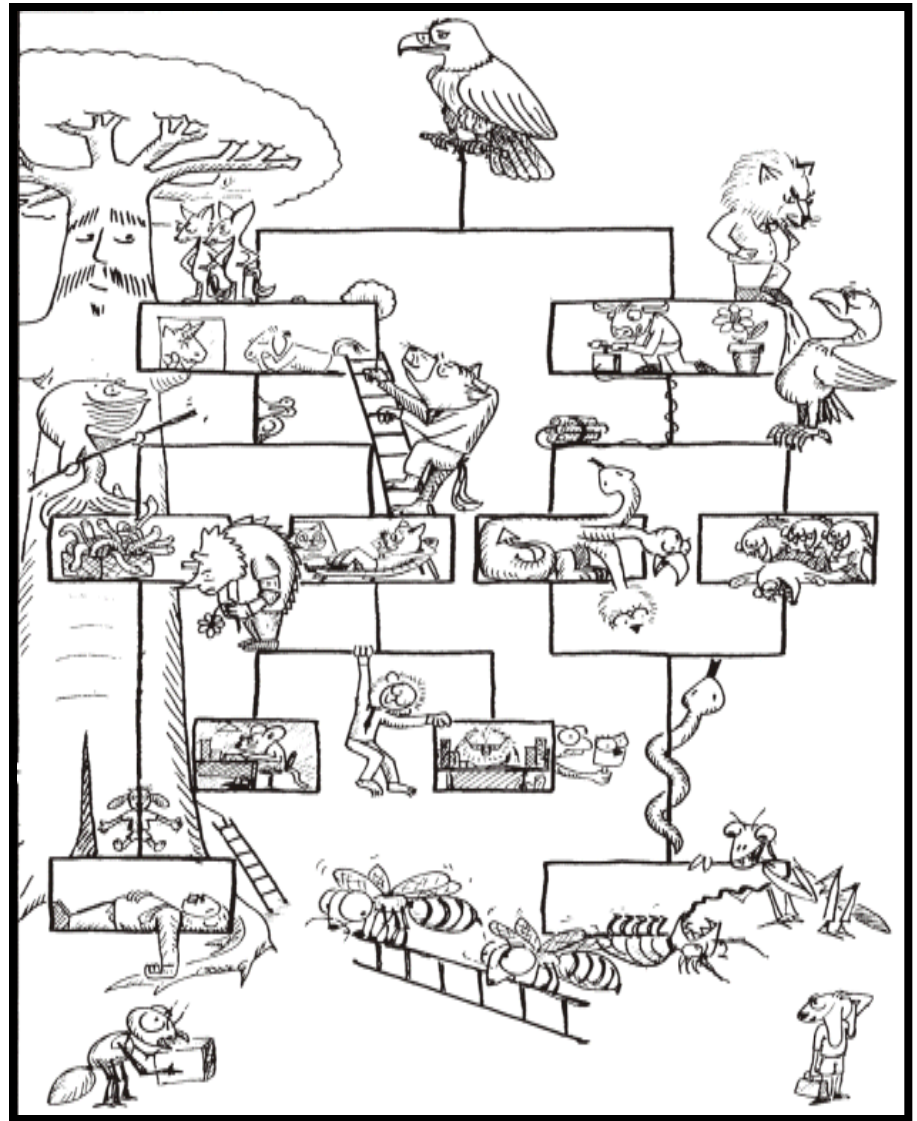


The Organizational Zoo: Understanding behaviour

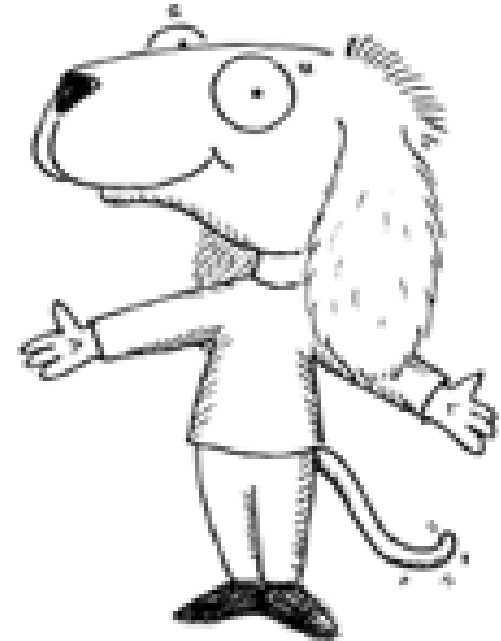
Laurel Sutton

Creative Cognicion



Welcome to the zoo!

- Introduction
- Meet the animals
- Behaviour exercises
- Conclusion & discussion



Why is behaviour important to your business?



Investing Inspiring Confidence
Visioning Engaging Trustworthy
Futuring Strategic Navigation
Passion Networked Intelligence
Drives Outcomes Brand Resonance Humility
Deep Design Social Awareness Partnering
Risk taking Communicating
Knowledge Sharing Innovative
Advocacy Change Integration
Persistence Self Awareness
Coaching Aggression Thinking
Decision making Self Development
Reciprocity Risk Awareness
Saying YES! Enthusiasm
Mentoring Saying NO! Collaborating
Observing Listening Trusting
Curiosity

So why don't we actively manage behaviour effectively?

Socially difficult to discuss

Hidden Elephant in the room **Stressful to communicate**

"Leopard doesn't change their spots anyway"

"They just wouldn't get it"

Politically incorrect

Lack of persistence

Would only create more issues

Conflict averse

Don't want to upset people!

Lack of leadership

Not trying!

Just don't know where to start!

Reflect

Observe

Plan

Apply

Reflect

Self/professional Development

Enthusiasm

Risk Awareness

Coaching

Reciprocity

Collaborating

Trusting

Mentoring

Encourage Curiosity


Listening

Developing a constructive open and emergent culture



Intelligent
Answers

Metaphor for Behaviour

- Modern organisations are like zoos:
 - Unnatural environments
 - Different animals in small cages
 - Forced to interact (sometimes against their will)
 - This causes stress!
 - ***Would it help if you could understand a little more about how this zoo works?***
- 

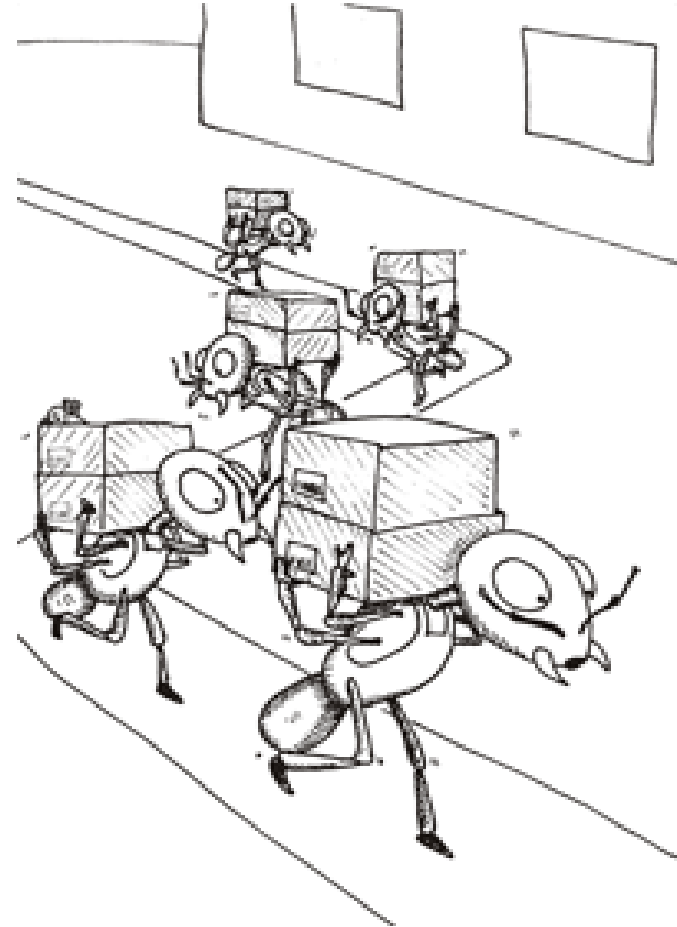


Let's meet some of the animals



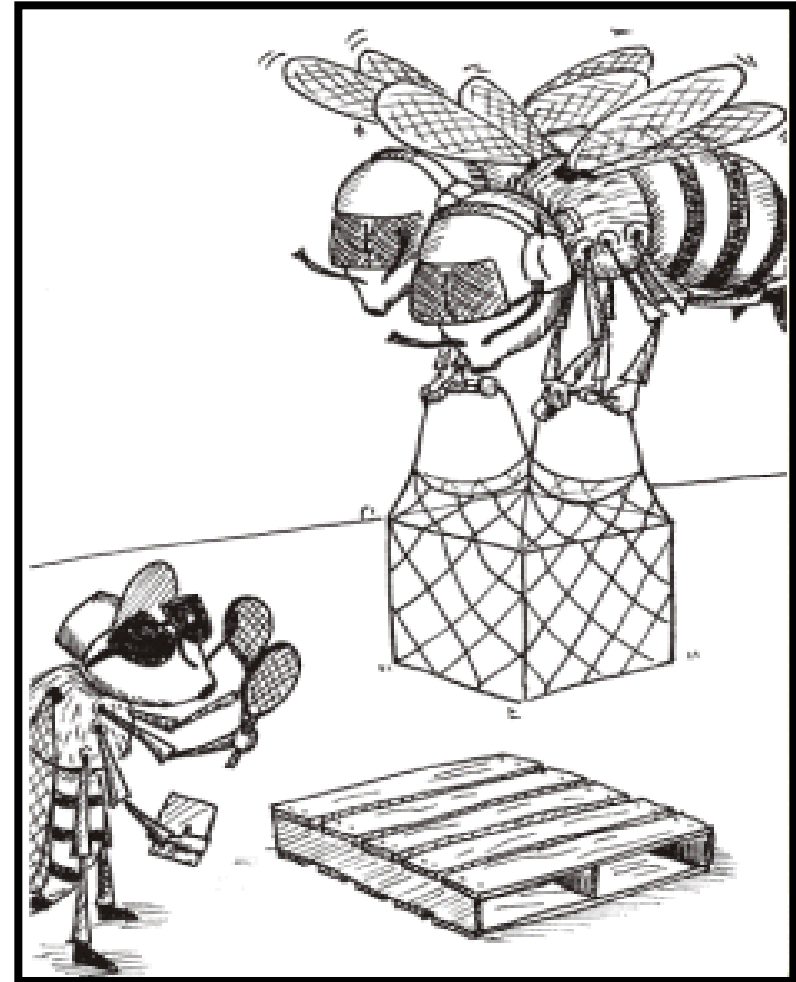
Ant

- Basic hard worker
- Great work ethic
- Gets on with it



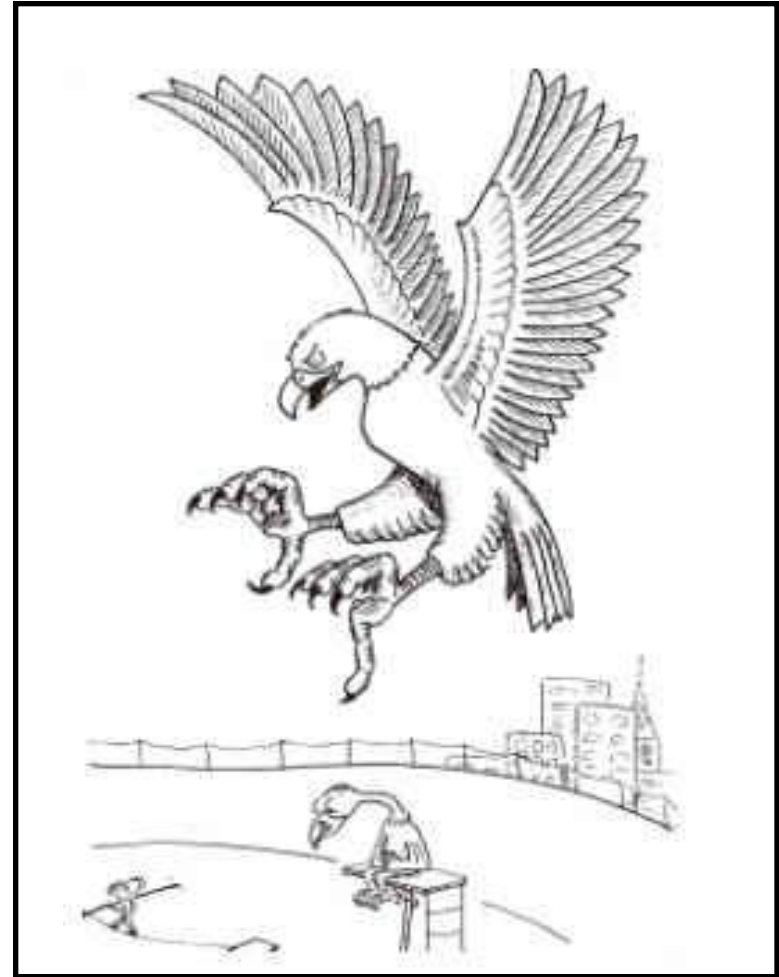
Bee

- Collaborative
- Communicative
- Hard-working
- Loyal
- Assumes specific role
- Everything for the hive



Eagle

- Confident
- Inspirational
- Strategic
- Above the mire
- Great long range vision
- Decisive
- Great instinct



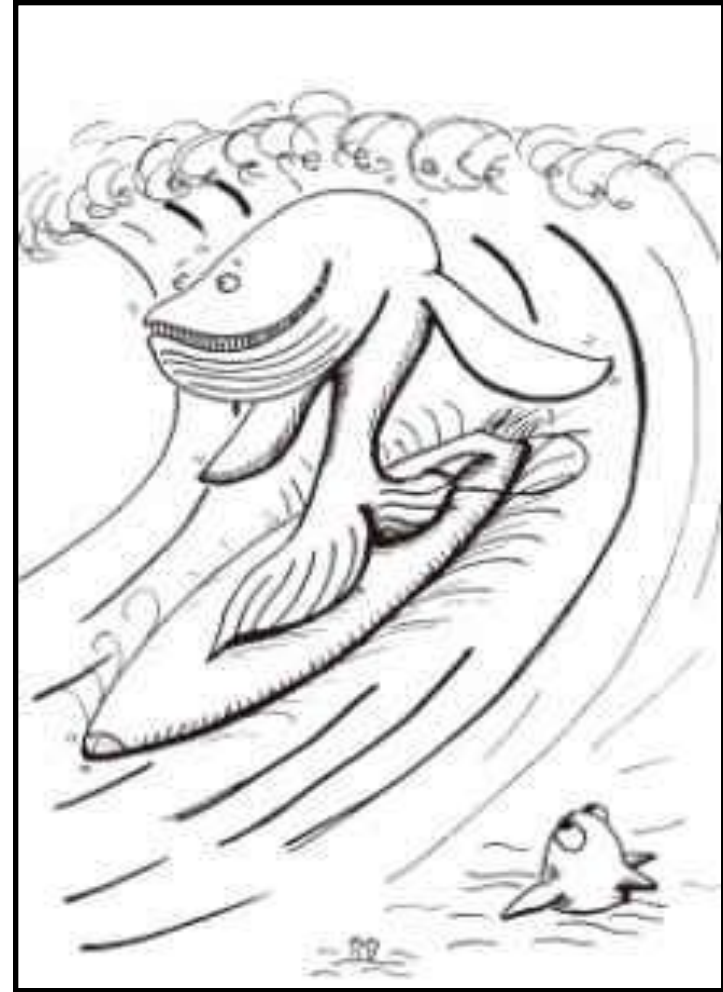
Lion

- Aggressive
- Controlling
- Powerful
- Territorial
- Charismatic
- Ego-driven



Whale

- Highly intellectual
- Logical
- Technical brilliant
- Can be accident prone
- Limited communications outside the pod



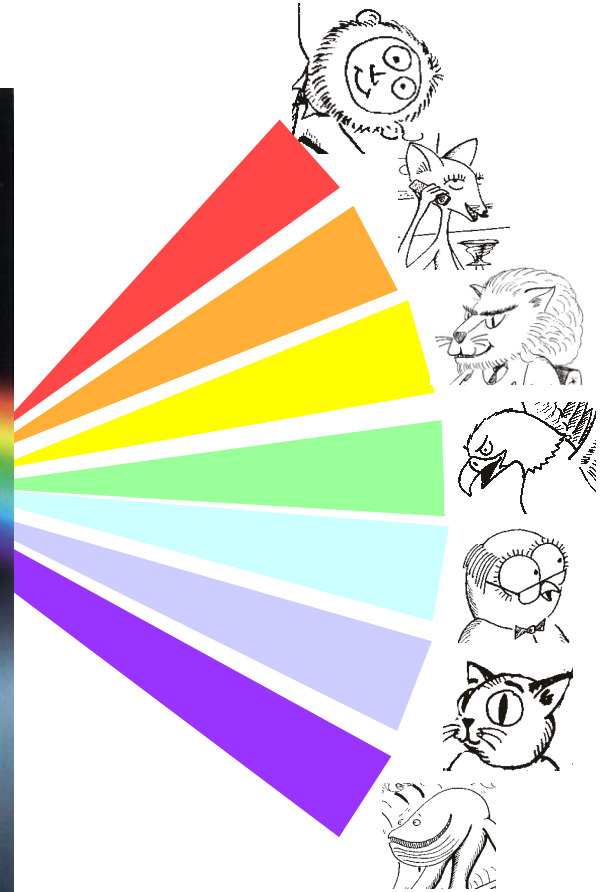
- Using metaphor is a safe way of looking at behaviours
- Part of this is about your own behaviours.
- Let's explore this a bit more

How can we use this?

- Coaching
- Team Dynamics
- Conflict Resolution
- Developing Organizational Values



Behaviour is *your* choice



*The more versatile you can be and
the better you understand and relate to others,
the more successful you will be*

Behaviour is your choice

- We can choose how we behave
- We behave differently depending on the circumstances
- Understanding behaviour is vital for productivity and success

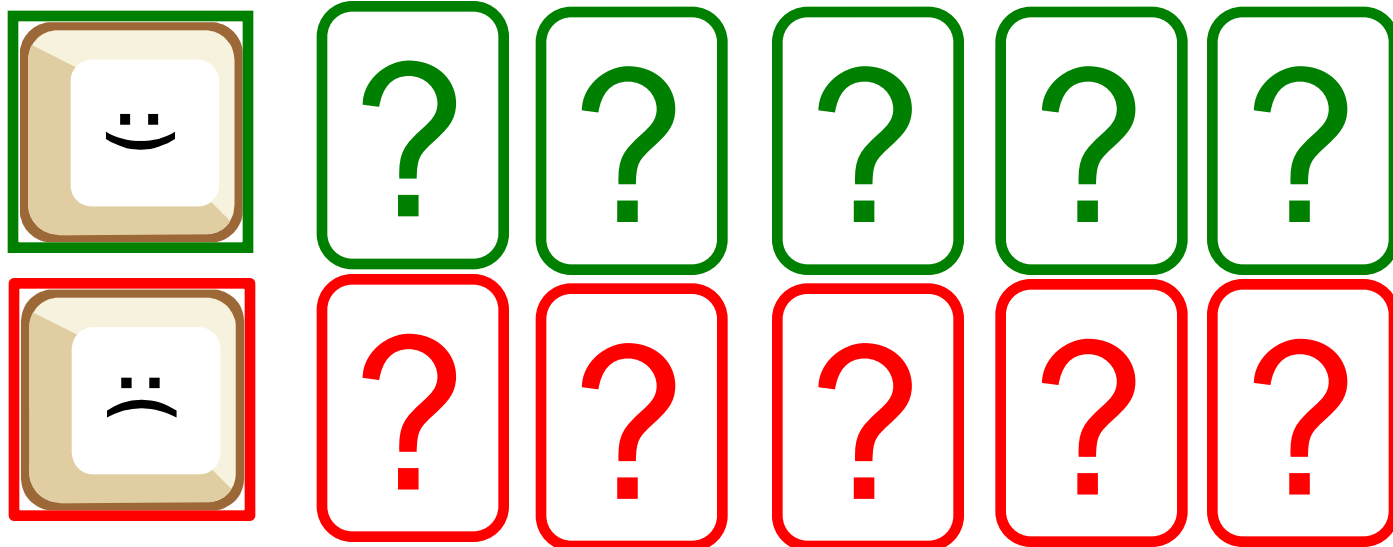
KM Leader behaviour

- As a KM you are a leader, you need to be able to influence people, change behaviours, collaborate, inspire & understand your own behaviour.
- How do these behaviours form our culture?
- How does our behaviour impact our team?
- Is your behaviour the way you want it to be?



KM Manager Behavioural Profiling

- Select 6 characters that **contribute positively to sharing knowledge as a KM Manager**
- Select 6 characters that **negatively impact on sharing knowledge as a KM manager**

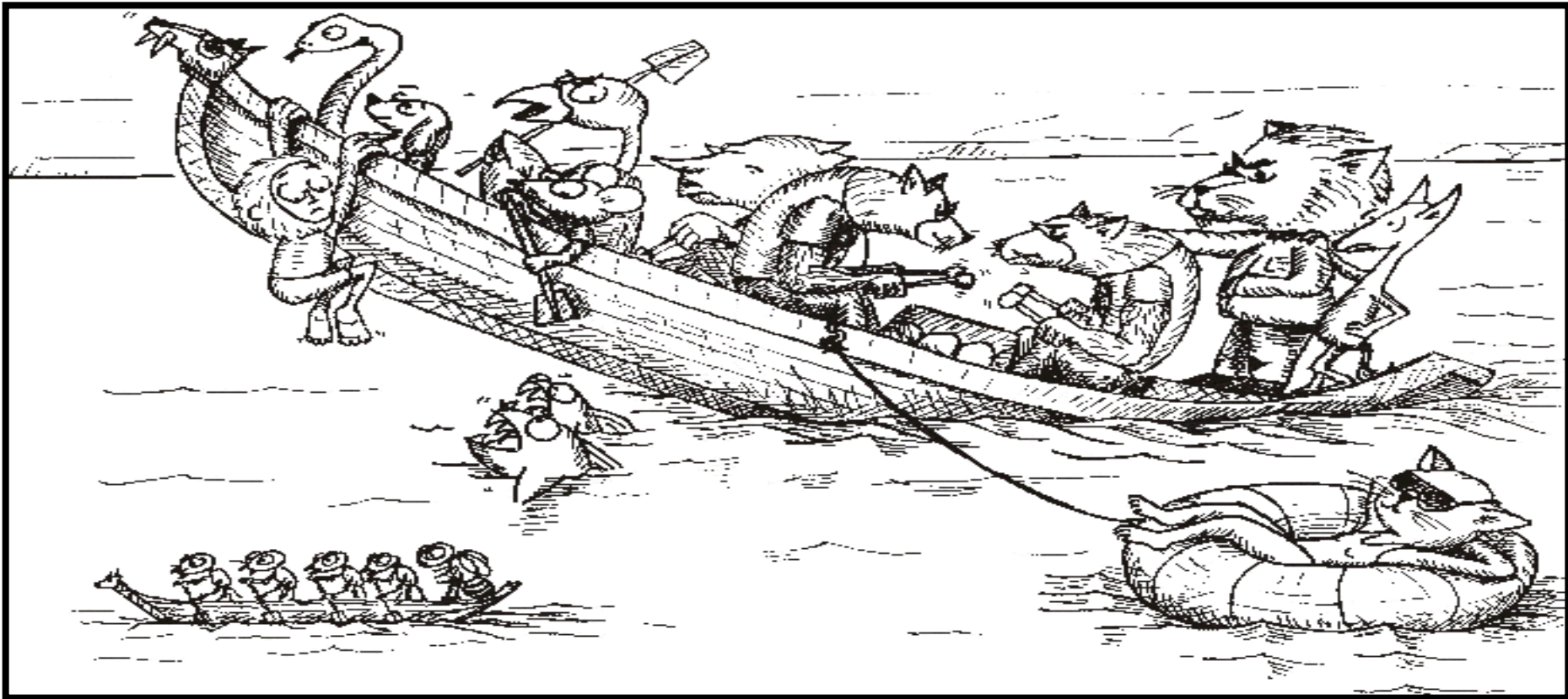


- Discuss with one another why the characters have been chosen. How do they contribute to knowledge sharing?



Knowledge sharing.

- Do the behaviours facilitate it?



- Walk around and look what others have got & stated
- Discuss similarities and differences
- Ask why and exchange ideas and perspectives.



- Now have a look at the profile you did before coming here.
- Are there similarities and differences?
- Are there aspects you would consciously want to change to obtain a more productive outcome?
- If you are comfortable share this with someone else.



All behaviours have a niche

- Not right and wrong behaviours
 - but there are misplaced behaviours
- Target right animal in the right context
 - to get the optimal outcome
- Change animals consciously & proactively
 - rather than subconsciously in reaction

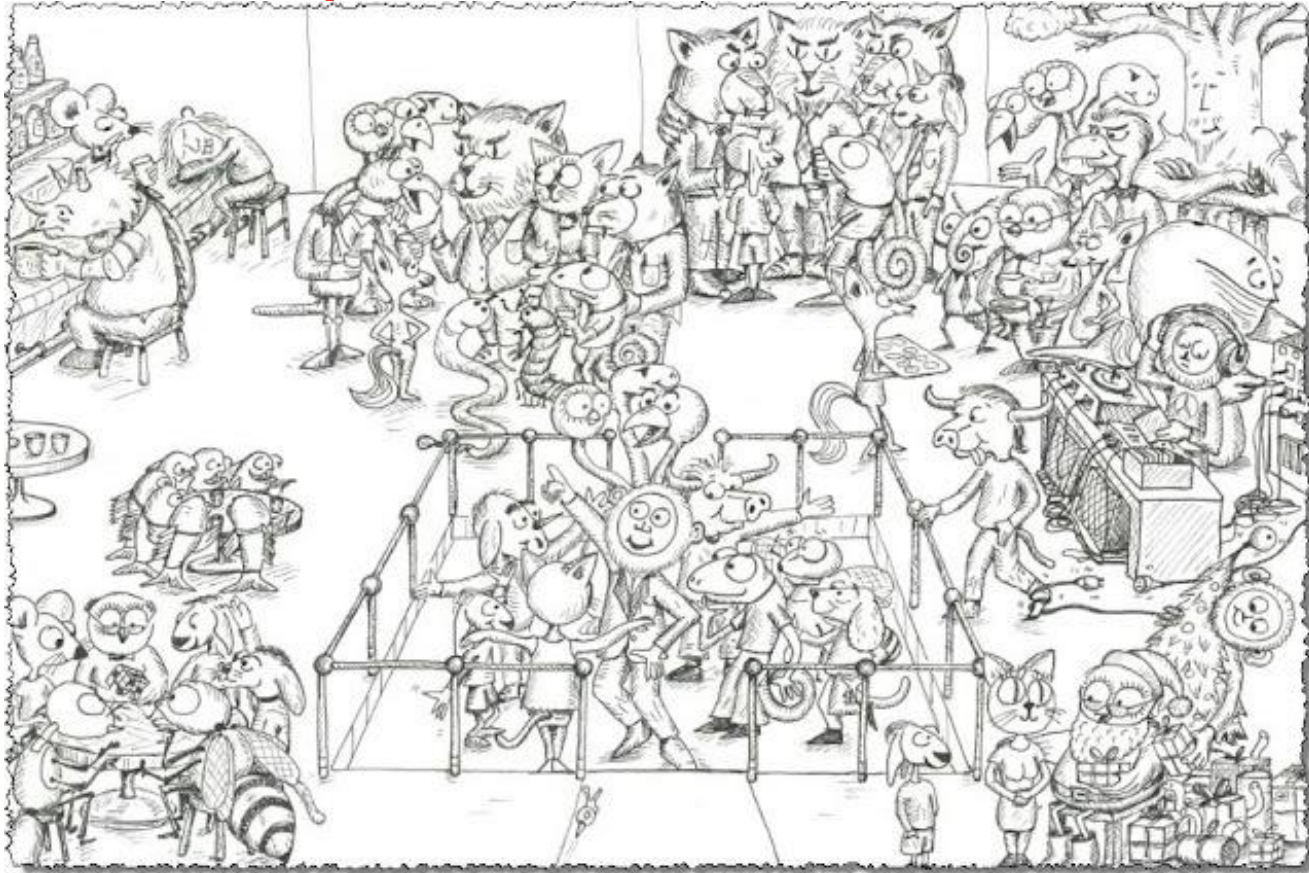


Conclusion

- *We have*
 - Got to know the animals
 - Learned to identify behaviours
 - Gained an understanding of working with metaphor
 - Learnt about adapting our behaviour to address different situations as Knowledge Leaders



Thanks for your attention!



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- Thanks to:
- Members of OZAN – an international professional development group collaborating on the application of metaphor to enhance organizational performance
- Arthur Shelley of Intelligent Answers.



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