

W E L C O M E

# Virtual Grooa Training Workshop

— ..

Courageous Conversations with Flair

CLEAR Mindset Transformational Basics



Co-presenter

Elena Digirolamo

M.Sc.  
CRM and Business Development Consultant



# How to use your Control Panel

This is what you see on your screen:

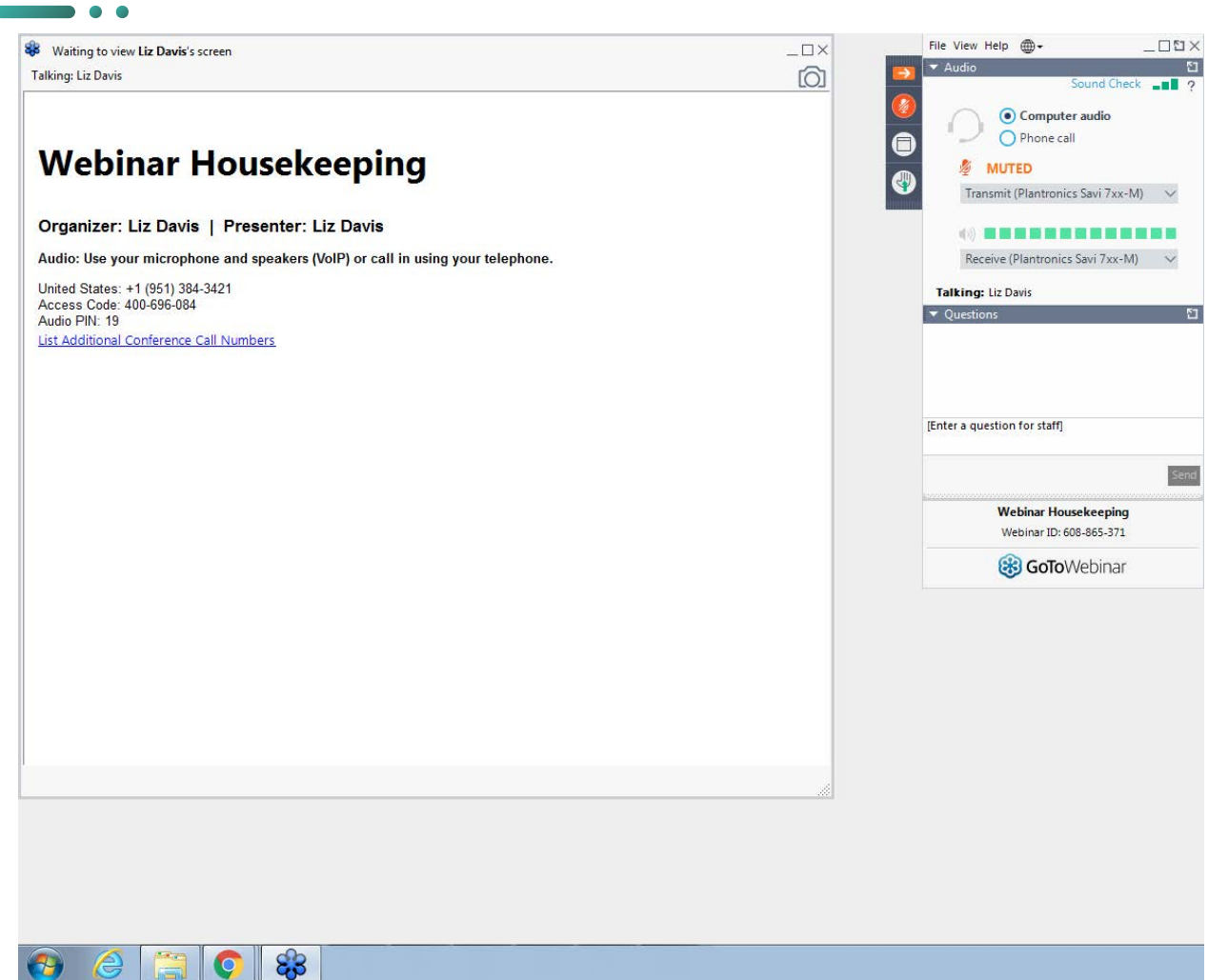
To the left is the GoToWebinar Viewer  
*(through which they see our presentation)*

To the right is the GoToWebinar Control Panel  
*(where you can raise your hand, ask questions  
and select audio or video mode)*

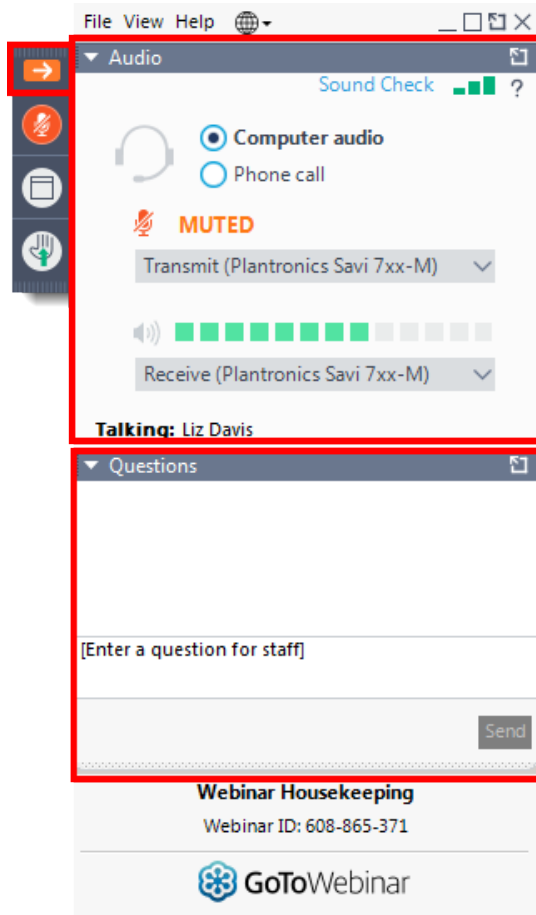
RIGHT NOW:

- YOU ARE ALL ON “MUTE”
- YOU CAN SEE ME BUT NOBODY CAN SEE YOU

When you wish to speak, we will change your status from Attendee to Panelist and you will be able to open your mic.



# How to Participate



## Your Participation

Open and close your control panel by clicking on the red arrow at the top.

Join AUDIO:

- Choose **Mic & Speakers** to choose your audio access (e.g. headphones, laptop mic.)
- Stay on **MUTE** during presentation
- Raise your **HAND** when you wish to speak (attendees)

If you have a question:

- Submit questions and comments via the Questions Panel

YOUR WEBCAM

- If you wish to share your webcam, we will open it for you (request it in the Question Panel)

# This Webinar will be Recorded



We will send you the link to the recording within 48 h

Your name and questions will not be visible

If you choose to use your audio, your interventions will be part of the recording (no name shown)

If you choose to show your webcam, you will be seen in the recording (no name shown)

The recording might be made available to others  
If you use audio or video, you give us implicit consent to share your interventions





# We Start Recording Now!



W E L C O M E

# Virtual Grooa Training Workshop

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## Courageous Conversations with Flair

### CLEAR Mindset Transformational Basics

PART 3

Co-presenter

Elena Digirolamo

M.Sc.  
CRM and Business Development Consultant







Presenter

Laura Lozza

M.Sc. PCC CPCC  
CEO and Executive Leadership Consultant





Co-presenter

Prognya Ghosh

MA  
Social Psychologist and Marketing Consultant



IMBA



Co-presenter

Sharon Chirila

Virtual Assistant, Inspiria Coordinator and Herbalist



# Today's Agenda

...



MODULE 4



Q&A



BREAK



MODULE 5



Q&A

The C.L.E.A.R.™ Mindset

# THE FIVE KEY SKILLS

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## Clear Presence of Mind

Learn to silence the mental saboteurs that keep you small, in order to being courageously and actively present



## Leading with the Heart

Learn to recognize and channel emotions so that you can respond effectively rather than reacting defensively



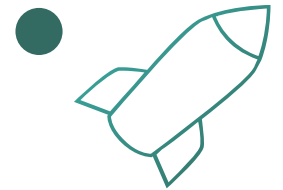
## Engage and Enquire

Learn to engage and mobilize others with personal power of influence by being intentional, curious, and a skilled negotiator, able to use active listening as well as push/pull techniques



## Align in Ambiguity

Learn to confidently “hold the space” by creating a positive and productive environment, to help the system tolerate the ambiguity of co-creation



## Resourceful in Innovation

Learn to drive shared ownership and mutual accountability while keeping a flexible focus; especially important for decentralized teams / crowd that need governance, not control.



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## Courageous Conversations with Flair

### CLEAR Mindset Transformational Basics

MODULE 4

## MODULE 4

# Aligning in Ambiguity

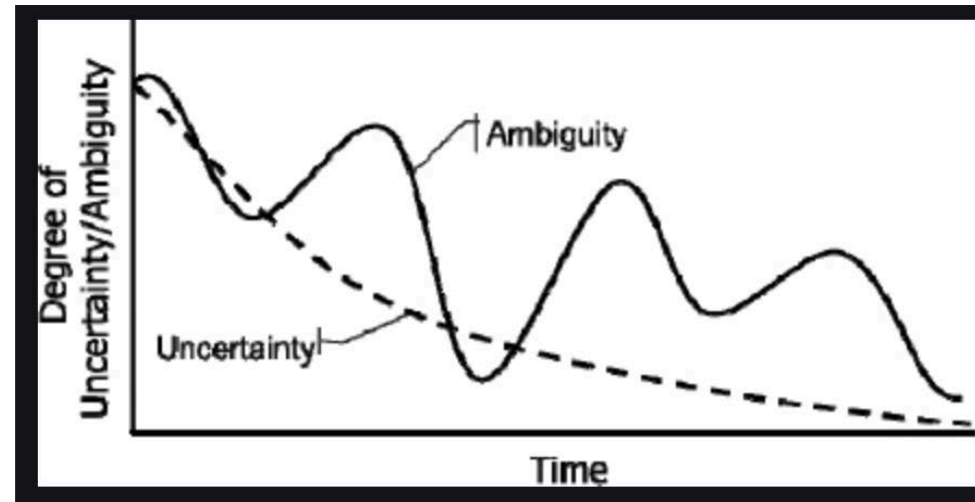
Agile in Co-Creation



## Defining **AMBIGUITY**

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Knowledge helps  
decrease Uncertainty



What helps  
decrease Ambiguity? ...

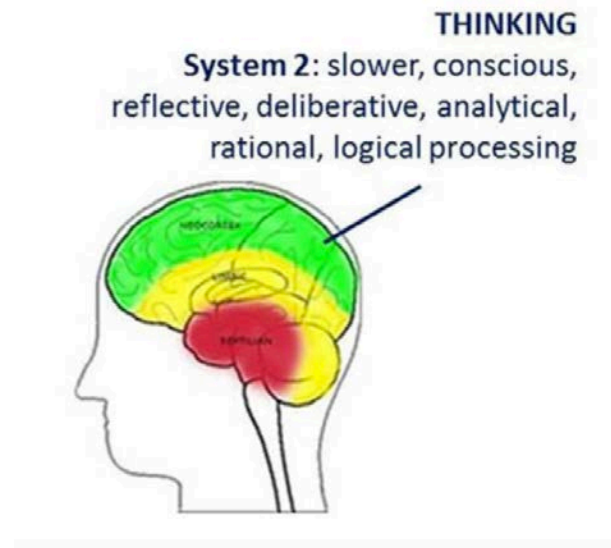
**CUE**



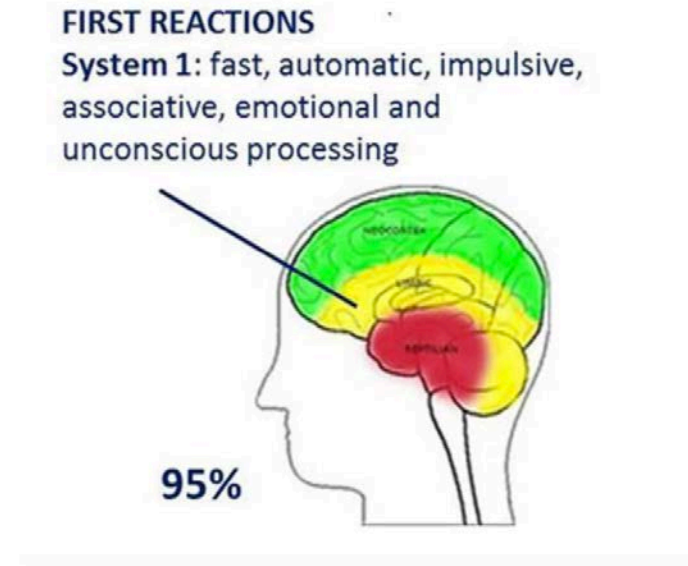
Ambiguity makes people uncomfortable  
Ambiguity is a fear-amplifier

# The two Modes of the Brain

— ...



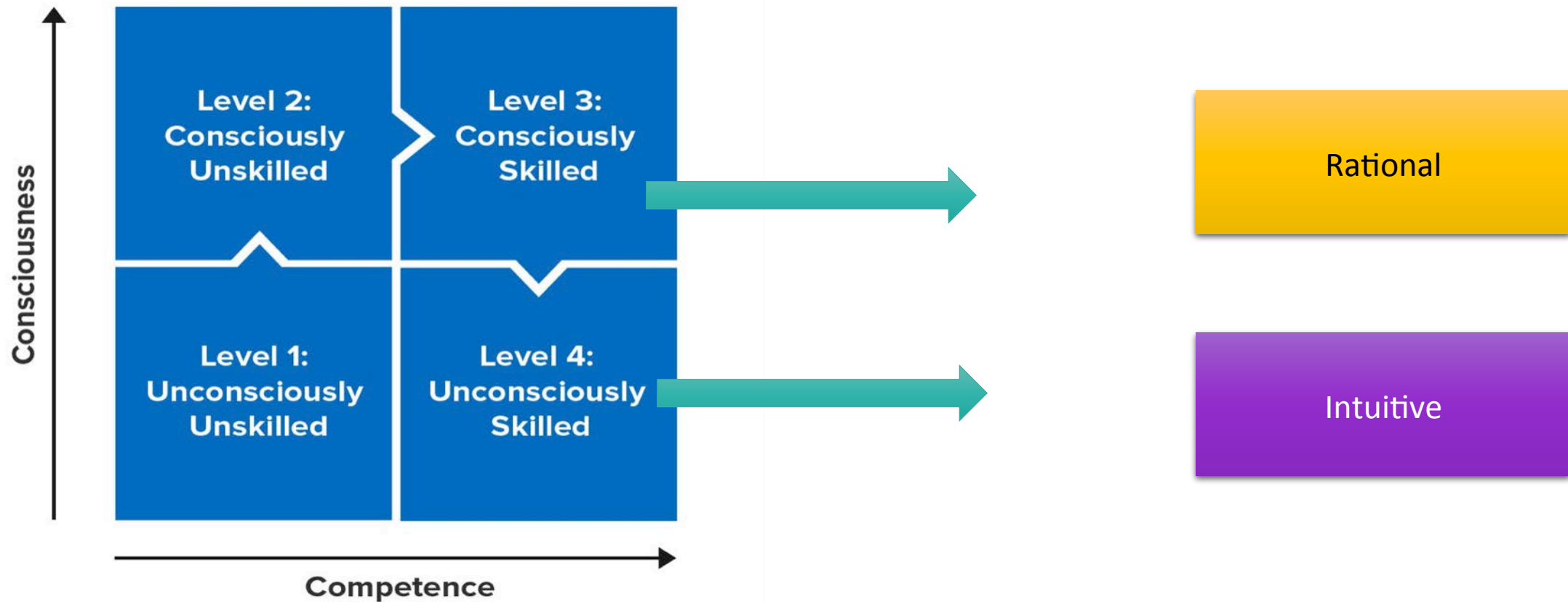
Reasoning



Intuition

(Daniel Kahneman's System 1 and System 2 )

## Levels of competence: COSCIOUSNESS

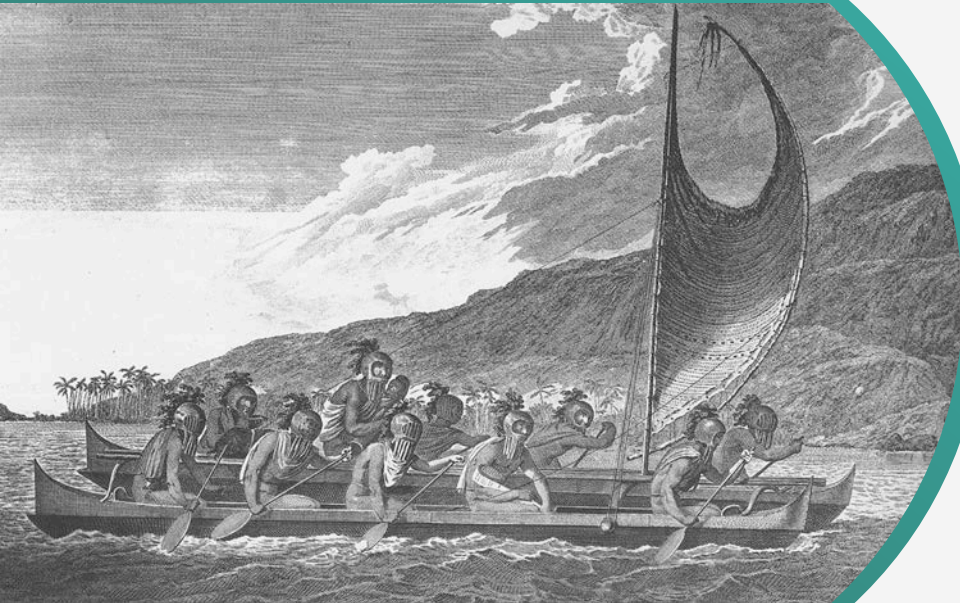




DEALING WITH AMBIGUITY

# Developing **both** SYSTEMS

—...



Maps  
Measures  
Processes  
Directed  
(inflexible)

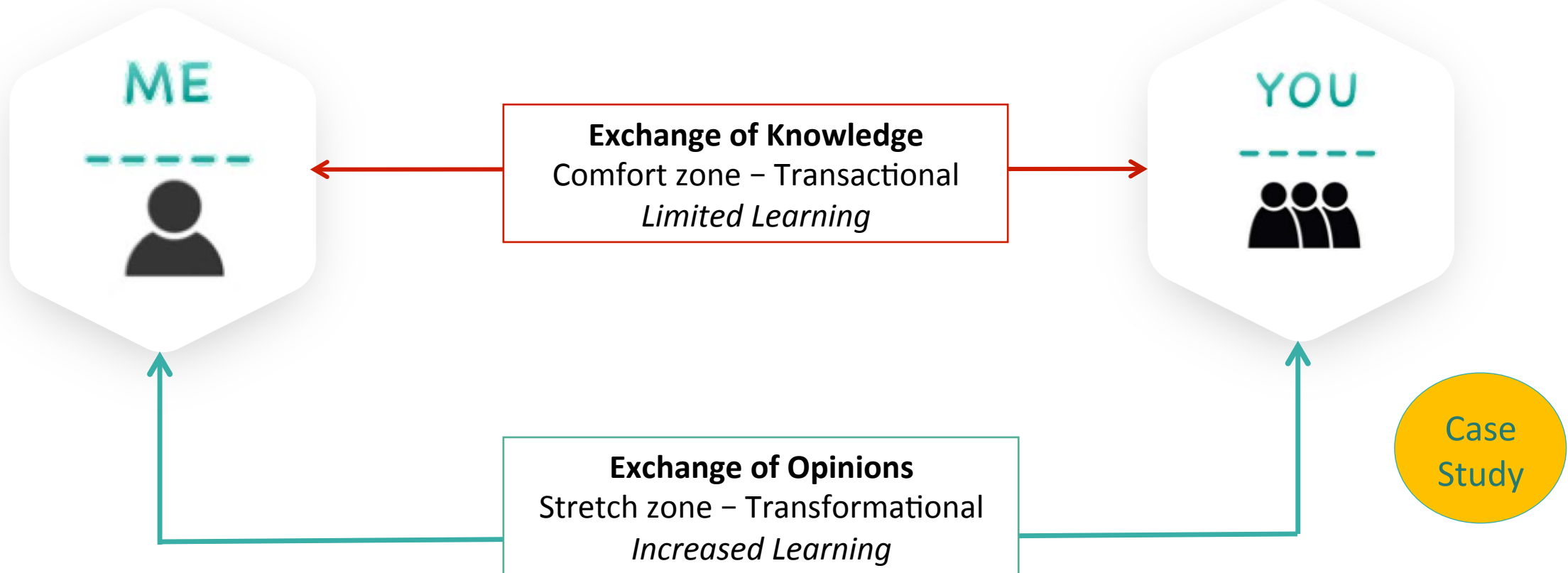
KNOWLEDGE

INTUITION

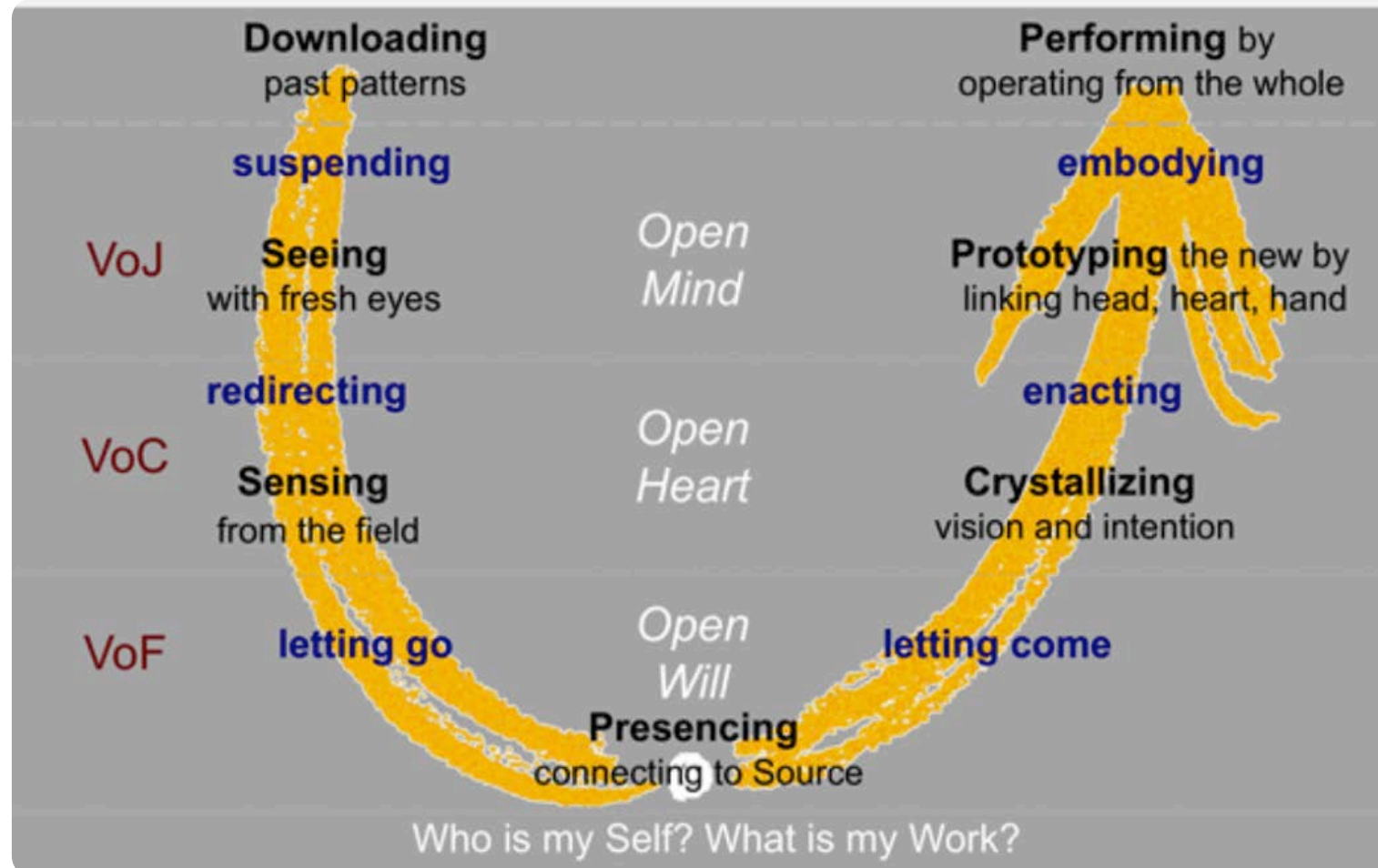
Signs  
Interpretation  
Flow  
Collective  
(flexible)

# Conversational AMBIGUITY

— ...



# Theory U



Case  
Study

Presencing:  
Leading from the  
future that wants  
to emerge

## Key Elements



### TRUST

- Silencing Voice of Judgment
- Silencing Voice of Critic
- Silencing Voice of Fear

### AWARENESS

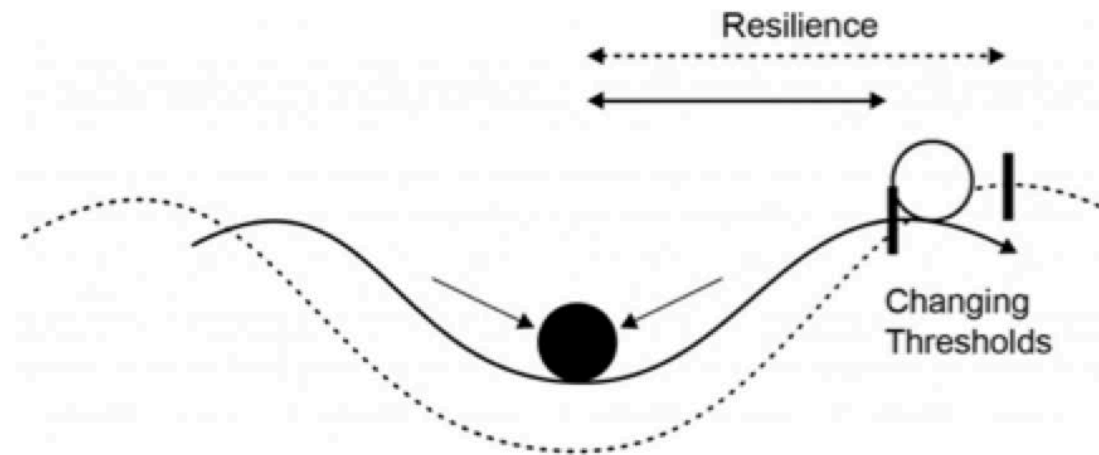
- Recognize VoJ, VoC and VoF
- Acknowledge it by “naming it”
- Share it throughout

### TIME

- Choose moment
- Invest upfront
- Open Space for Experimentation

## Building RESILIENCE

A system needs disturbances  
in order to test itself and learn.  
No disturbances, no learning.  
No learning, greater risk to lose ability to self-organize





LEADING WITH THE HEART

# HOW TO PRACTICE



## TRUSTING

Benefit of Doubt  
“Find the gift”

## NAMING

Recognize and  
Acknowledge the  
Ambiguity  
Express Optimism

## INVESTING

Selecting the moment  
Taking the time to  
explore

# Q & A



Please write your questions or raise your hand to activate your audio/video and participate

## The C.L.E.A.R.™ Mindset

# THE FIVE KEY SKILLS

— ..

### THOUGHTS



### Clear Presence of Mind

Learn to silence the mental saboteurs that keep you small, in order to being courageously and actively present

### FEELINGS



### Leading with the Heart

Learn to recognize and channel emotions so that you can respond effectively rather than reacting defensively

### THOUGHTS



### Engage and Enquire

Learn to engage and mobilize others with personal power of influence by being intentional, curious, and a skilled negotiator, able to use active listening as well as push/pull techniques

### FEELINGS

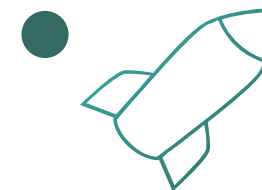


### Align in Ambiguity

Learn to confidently “hold the space” by creating a positive and productive environment, to help the system tolerate the ambiguity of co-creation

### THOUGHTS

### FEELINGS



### Resourceful in Innovation

Learn to drive shared ownership and mutual accountability while keeping a flexible focus; especially important for decentralized teams / crowd that need governance, not control.

Me with myself

Me with others

Me with it



Before we go to MODULE 5

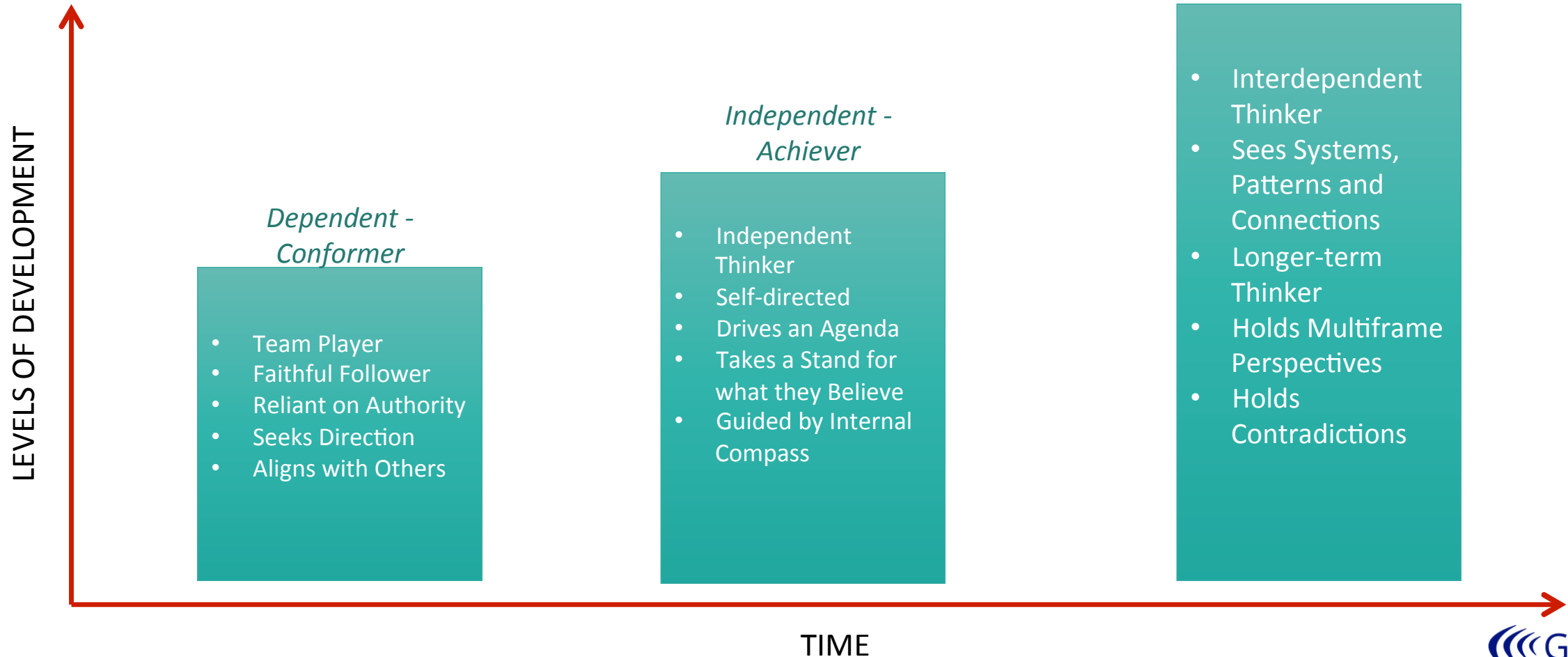
# May I Tell You More About PRACTICING?

CLEAR Online and Retreats



# From DOING to KNOWING to BEING

(Vertical Development Model – Center of Creative Leadership)





# From DOING to KNOWING to **BEING**



Study the Material  
Plan experiments  
Baby-steps  
Support:  
[info@grooa.com](mailto:info@grooa.com)



Work with a Coach  
Practice with a Peer  
1 hour with Laura  
Support:  
[info@grooa.com](mailto:info@grooa.com)



Attend Next Training  
CLEAR Fundamentals  
Online in January  
14 Modules  
PROMO CODE: CCB2020



Group Practice  
3-day Retreat  
Grooa Inspiria Center  
PROMO CODE: CCF2021





Retreats at the Grooa Inspiria Learning Center, NL





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## Courageous Conversations with Flair

### CLEAR Mindset Transformational Basics

MODULE 5

## MODULE 5

# Resourceful in Innovation

Shared Ownership  
Mutual Accountability



# Co-creating POSITIVE CHANGE

— ...

An illustration on an orange background showing a pair of hands, one teal and one red, building with colorful interlocking blocks (blue, orange, red, white). Two large, semi-transparent circles are overlaid on the scene: a teal circle on the left and a purple circle on the right. The word 'SUSTAINABLE' is written in white inside the teal circle, and 'AGILE' is written in white inside the purple circle. The hands are shown in the process of placing a white block into a structure.

SUSTAINABLE

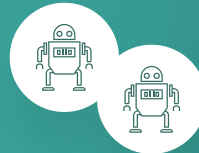
AGILE



# One cannot co-create **ALONE**

— ...

## Implementing By Shared Ownership



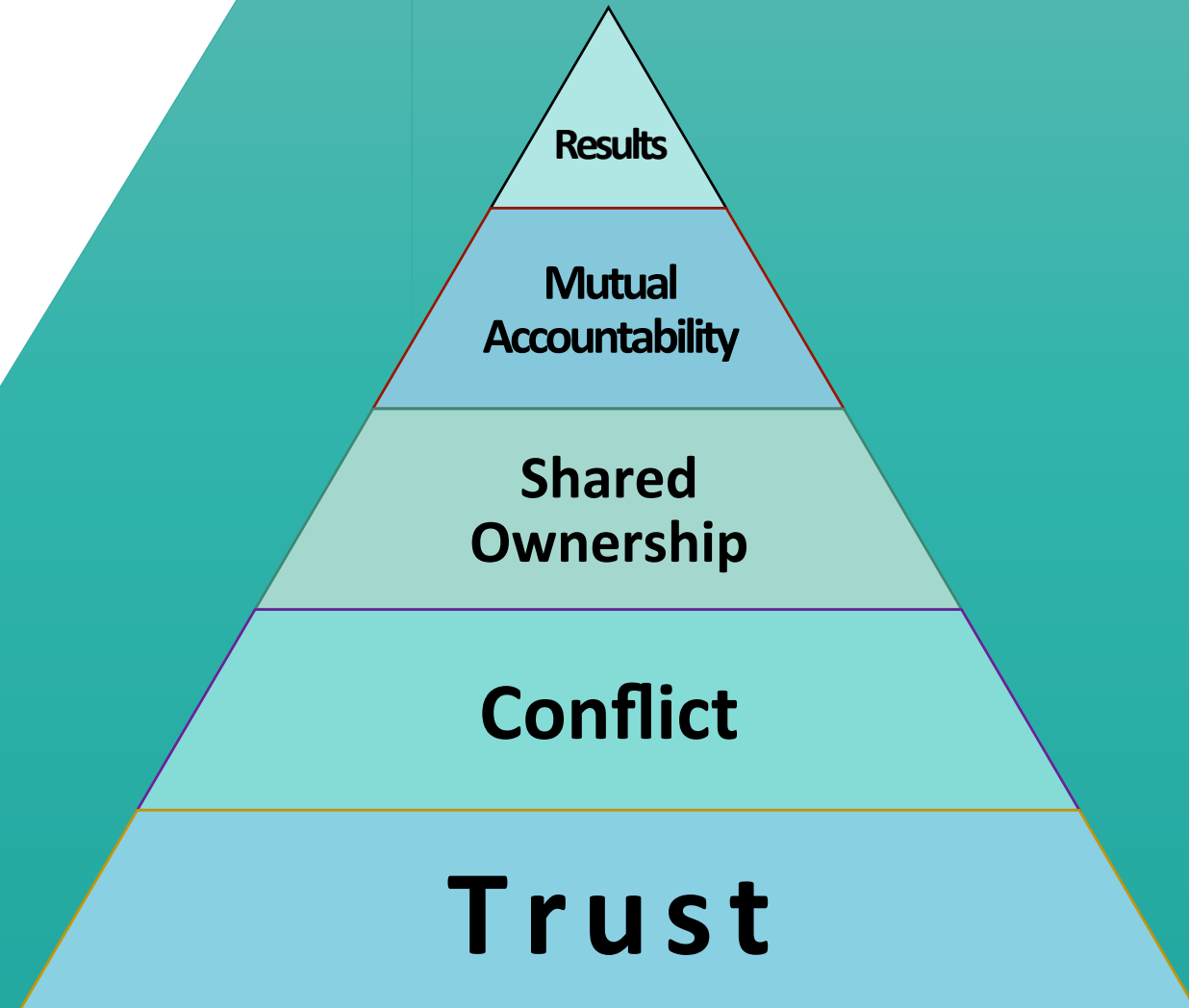
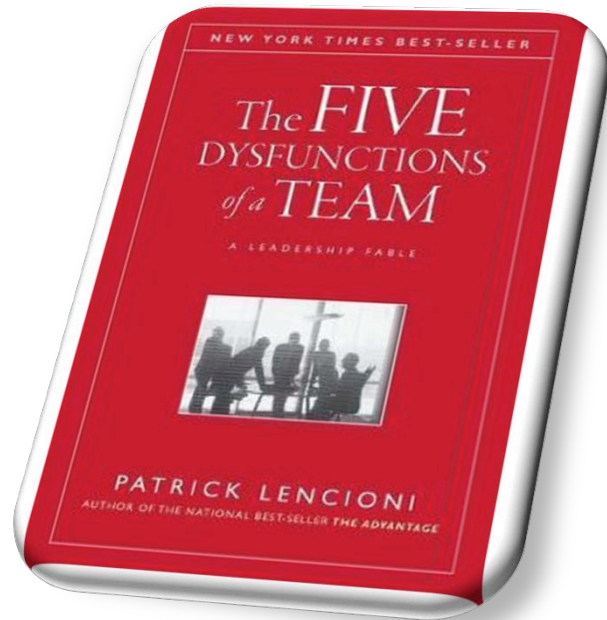
I do not make myself small for you  
I trust that you do take your space  
Adult-to-Adult



## Implementing by Mutual Accountability

I hold you fully accountable  
I expect that you will hold me  
accountable

# R e s o u r c e f u l i n I n n o v a t i o n



# HOW TO PRACTICE



## **“WE – SHIFT”**

Use “our” language  
Use vision and values  
Share pain and pride  
Remind of shared  
achievements

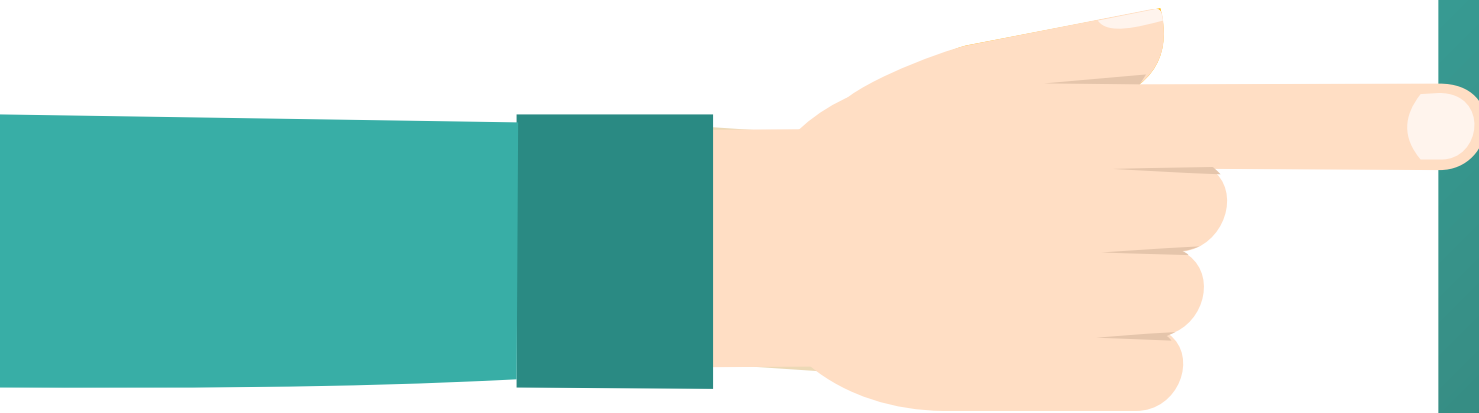
## **AGILE**

Focused on Progress  
and continuous learning  
Cultivate Realistic  
Optimism

## **RAISE THE BAR**

Be demanding with self  
and others  
Expect best efforts  
Ensure space to learn  
from failures

# YOUR PROGRESS



## YOU HAVE COMPLETED PART TWO



**INTRODUCTION (Model & Method)**  
**MODULE 1: CLEAR PRESENCE OF MIND**



**MODULE 2: LEAD WITH YOUR HEART**  
**MODULE 3: ENGAGE & ENQUIRE**



**MODULE 4: AMBIGUITY MANAGEMENT**  
**MODULE 5: RESOURCEFUL INNOVATION**



**GUIDELINES TO PRACTICE**  
**IN YOUR TIME WITH OPTIONAL EXAM**



# Q & A



Please write your questions or raise your hand to activate your audio/video and participate