

Karen Willhelm Buckley



# VISUAL CONSULTING: Designing & Leading Change

GLEN Exchange: 8/18/17.

*First in a series.*

## Outcomes:

1. Review the Book project overall for understanding--highlights
2. Test our assumptions that frame the purpose of the book and intended audience.
  - Explore our shared understanding of what visual consulting includes
  - Explore re-visioning consulting in a visual world
  - Explore ways of talking about the interiority of the visual practitioner
3. Invite GLEN members to help shape our and each other's thinking.

## Agenda:

9:00

1. Welcome and Exchange outcomes, agenda and ground rules. (5)

9:30

2. Check-in and diving into the exploration (30)

9:45

3. High level overview (15) table of contents, major frameworks and themes in framing chapter

10:45

4. Questions to explore our assumptions that frame the purpose of the book (60)

5. Orientation to Series #2 and Takeaway round (10)





# VC2 -



**Karen**  
 with Mother in last stages of life.  
 O.D. Consultant  
 Bus/Govt/ N-Profit  
 Spiritual Communities

Use flip charts, Diagramming

Role of Conversation movement

Deepest sharing & experience tools as

Publisher? me?, world needs? ways to find things.

## Check-in

- Name
- org
- what you would expect

Joy Sara Mary Aftab Phil Bob Rob  
 David Gisela

**David**

**Rob**  
 Santa Cruz CA  
 Grandfather.  
 40 year consulting  
 Primarily Bus.  
 Growth Mgmt.  
 Bus. Plans  
 mid-wkt  
 stickies

**Phil**

S. Jersey  
 Clergy 150-  
 Ph.D. Rhetoric  
 Moral Delib.  
 Prof. Montclair State  
 Public Admin/  
 Comms/Visual  
 Practice.  
 N-Profit Bds.  
 Sr. Citizens/  
 Homeless  
 Church World  
 Service

Process  
 Expertise  
 balance.

How diff & benefits

See Blend of Theory & Benefits + How to..

Examples Show dense & less. Pair of Design

**Gisela** Dialogue Visual Practice.

"I am not a visual practitioner ala Grove... however highly visual/Frame works/ conscious-ness.  
 We are being conversative  
 Publisher  
 User  
 client tools for clients  
 tools for self...  
 Need capable practitioners

Capture Hopeful Message Deal w/ Complexity

**Mary**  
 N. Calif.

Gelinas James.  
 O.D. work - all sectors  
 Collaborations.  
 + Cascadia Center for Leadership

Early Stages - Contracting How. Vis. Support

Consult to orgs - diff from multi-stakeholder cross org. wk.

**Joy**  
 N. Calif.  
 Udall Fdn. Institute for Envir. Conflict Resolution.  
 Transp. Learning examples

What does cons. practice look like  
 Models Apps

**Sara**  
 St. Paul.

Met Council Envir. Services  
 Sustainability/  
 Culture change  
 LEADING CHANGE

Process/ Case studies How to... specific cultures

**Aftab**  
 N. Calif.  
 (state of mind!)

Meridian Univ. ??  
 Know G. Ed's depth...  
 Naive: Graphic Recording.  
 Expect Depth.  
 Help in meeting the "shores" of modernity into the unknown.  
 Leaving ocular centric space.

**Bob**

How to duel  
 Visiting scholar Stanford  
 Visual Synthesizer - Int'l T.F.s - European Union

Why is all this needed?

not slightest notion of how to deal w/ our messes  
 How to approach wicked problems

Mess Maps Book

Visual mapping with help

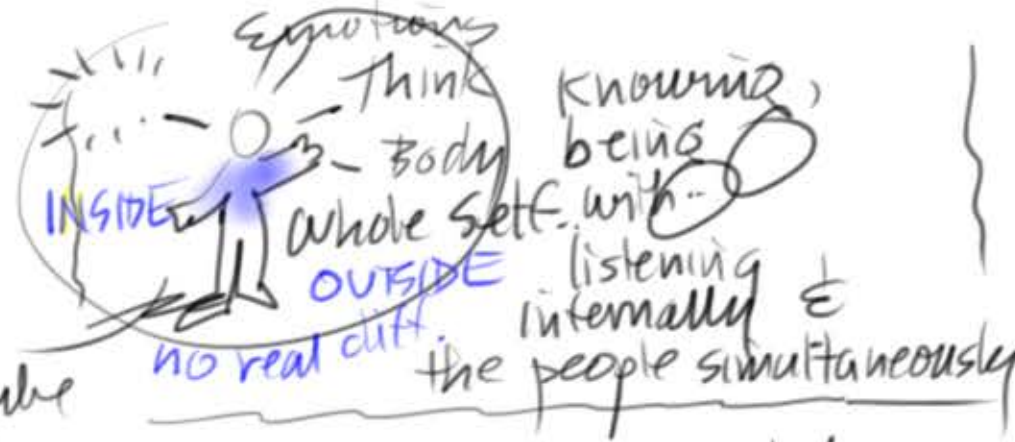


# VC-3

## High level TOC overview:

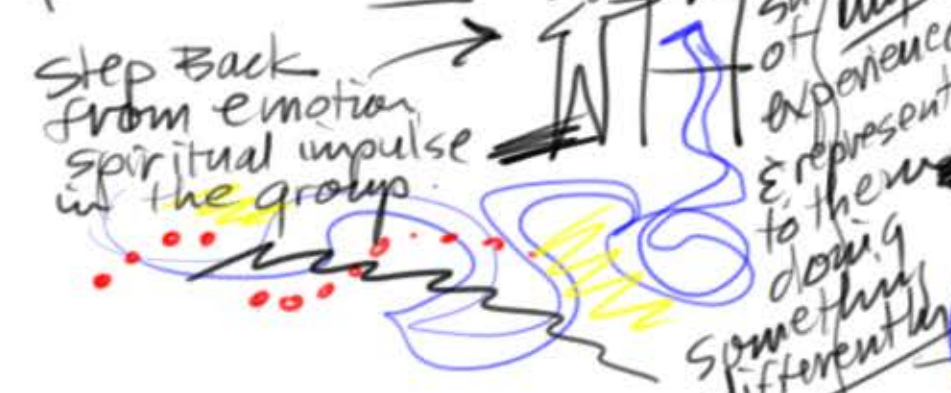
### Framing? 2 Questions!

How do you see the practice of consulting evolving in an increasingly visual world?



YouTube  
Instagram  
CNN  
etc.

Intrinsic interconnectedness of inner/outer. Initially didn't appreciate impact & effect on me



Simple. Graphic lang. systemic "Frames"  
Meta-languages  
Diff. between PROCESS & PRODUCT

Ed Schein: "Humble Consulting" Just listen

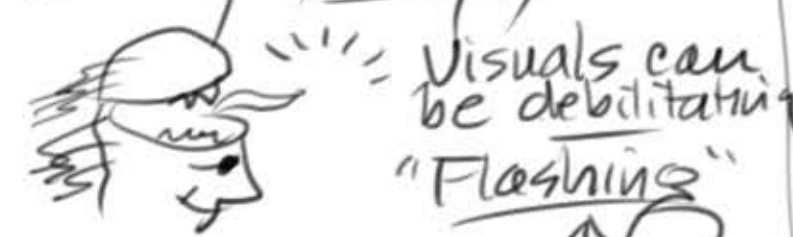
Symbolic of we all are evolving. young old Co-creation. visuals bring truth => NO change w/o EVERYONE involved.

Example: when David clicked through beautiful graphics. "Fossilized visualization."

Increase in video Zoom/skype all have a tool! Every client has Remote teams. span time zones. Time Compression Hard to carve time

Develop our own ability to be IN COMPLEXITY

William McCreary: Competency - commitment to being a hungry learner



Support collab. engagement. Connects to overwhelm & underwhelm

During/hear each other. Record. "consulting" evokes external. IF BOTH internal & external. PROCESS consulting activates REFLEXIVE FUNCTION inside. self. org. modelling & mapping.



# VC-4

Idea of internal being acting just like external. It's different. Process leader? New language? What's the elevator speech?

## What Internal Competencies should a visual consultant have? (Tools & practices)

Differentiated non-anxious engaged presence. Marie Bowen. EQ. Family of origin reflection. Anxiety function.

Capacity for living in the unknown & unknowable. Experience.

Zooming Purpose world. Helicopter Quality thinking.

● Attitude sickness?

● Ability to understand

### INTERNAL STATES

listen / open space / C.A.T.I.M. / spaciousness / Mindfulness practice / It can literally change - less reactive more compassionate.

● If I'm grounded & calm, can better see **BIGGER PICTURE**.

How to connect w/ visual practice. learned from Aftab. Gentle transgressions.

Visual Practice. TOC. Flashing. 2 handed chord. territory.

● Trickster role Facilitating breakthroughs

● Differentiate.



Falling asleep?? Taking too much into own body! Unconscious dynamic. Visually represent her internal state!

● How can internal consultants be aware in this way

## GLEN FORUMS

- Competencies
- Practices

**Session #2** Recognizing Need to change.

Methodist church Mess Map. TONIC- CONGREGATIONS



# VC-5

## Takeaways

- Reminded of T groups  
→ Everyone co-leading!
- Diverse Group —  
how broad the situations  
are. Thanks
- How valuable — &  
foreign. (students) —  
Requires a shift.
- Joy in the liminal  
conversation
- My life-long learner  
is excited @ being fed
- What Karen & Joy  
said — Ideas preparing  
for Homeless Summit!  
in 2018.

