

## Wicked Leadership

As leaders, we are expected to solve problems or find the solution to every issue we face. But the realism of it all, is that only a few actual 'wicked' problem get solved! The coronavirus is the perfect example of the greatest wicked problem that the world is having to face and challenge, and is why we bring to your 'wicked' leadership training.

Even with all the leadership, power and authority in the world, there are some complications we simply cannot fix. Wicked leadership involves dealing with a complexity of problems that can cause a further chain reaction and multitude into more barriers and difficulties.

This online course from our Leadership & Management series, is specifically useful for individuals responsible with leading complex cross-cutting projects. We will dive into understanding the dynamic and hostility of the new coronavirus world and practice evolving applicable responses to these perplexing circumstances.

At the Civil Service College, we tailor our courses to each attendee's role and organisations, ensuring that each delegate gets the most out of the training. Our courses and trainers are continuously updated and evaluated to ensure that we are always delivering the best service possible.

### Aim

To provide participants with a clear understanding of:

1. "Wicked" versus "Tame" problems
2. Traditional "mechanical" thinking versus a systems-based approach
3. How to lead through complexity and ambiguity
4. The importance of connecting with people in all parts of the system

5. Using insights from neuroscience to consider how basic human drivers affect how people work together

## Methodology

The training approach to be used, which governs the design and delivery of the training is based on the following principles:

- To actively involve the participants throughout the training
- To enable participants to share their thoughts and enquiries
- The training is designed based on the needs and expectations of the participants that are reflected in the pre-training questionnaire

## Workshop methods and tools

In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** presentations will be used in order to provide the background of each subject and create discussion and questions.
- **Discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and coordinated by the facilitator in order to maintain the focus in the key areas of interest

- **Case studies:** case studies will be used so as to facilitate and trigger discussion, as well as allow external benchmarking so as to achieve competitiveness
- **Group work:** group work will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

## Sample Programme

### 10.00      **Session 1**

- Introductions and welcome
- Mechanical vs system thinking
- Being in a complex adaptive system

Break

### **Session 2**

- Creating order from chaos
- Practical implications

Lunch 12.30 – 13.30

### **Session 3**

- Motivations driving social behaviour

Break

### **Session 4**

- Considering your own wicked issues
- Action planning

**16.00**

**Close**