



# CREATE THE RIPPLE

## 2025 Learning Experience Themes



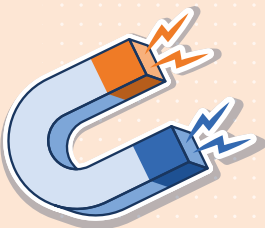
### Building Consultative Relationships

Building consultative relationships involves a strategic approach that combines insight with structured interactions. Focus areas include stakeholder analysis to understand key individuals and their motivations, using techniques like the Ladder of Inference to enhance communication. Emphasis is placed on crafting value propositions that align with client needs, employing active listening to uncover deeper insights, and developing frameworks for long-term partnerships that ensure mutual success.



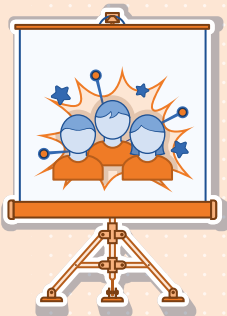
### Internal Relationships

Strong internal relationships are key to creating a cohesive and successful team environment. Core themes include empathy mapping to deepen understanding of colleagues' perspectives, trust-building, and applying systems-thinking to enhance team dynamics. Practical strategies involve resolving conflicts constructively, enhancing psychological safety, and leveraging informal networks to improve collaboration and productivity.



### Influencing Skills

Effective influencing draws on a deep understanding of decision-making psychology and strategic communication techniques. Key concepts include framing messages that resonate with others' values, using positive reinforcement to encourage desired outcomes, and storytelling to align emotional and logical appeals. The focus is on influencing with confidence, impact, and responsibility.



### Business Presenting

Business presenting is not just about speaking to a group; it's about conveying ideas clearly and persuasively in any context. The focus here is on structuring content effectively, whether for formal presentations or everyday communications. This includes organising information for maximum clarity and impact, and mastering techniques for answering questions confidently and managing audience dynamics. Visual communication is also key, with an emphasis on data visualisation to enhance understanding. Additionally, voice modulation, effective body language, and strategies for engaging with others in various settings are explored to ensure clear and impactful communication.



### Developing Gravitas / Personal Impact

Developing gravitas focuses on mastering the visual, vocal, and verbal elements that create a powerful presence. Key areas include projecting confidence, using strategic pauses and tone to command attention, and ensuring that communication is clear and authoritative. Emotional intelligence plays a crucial role in maintaining composure and influence, ensuring that personal impact is consistent and effective across various settings.

We create many ripples by facilitating meaningful experiences.

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### Learning Agility

Learning agility is about applying continuous learning in practical and relevant ways. The focus is on the principles of adaptive learning, including methods for quickly acquiring and applying new skills in real-world situations. This involves using microlearning techniques, seeking out peer learning opportunities, and recognising when to unlearn outdated practices. The experience also highlights creating personalised learning plans that align with current and future career goals, ensuring that knowledge and skills remain relevant and impactful.



### Culture of Belonging

Creating a culture where everyone feels they belong is essential for an inclusive and productive work environment. Key areas include embedding DE&I principles into everyday practices, understanding diverse perspectives through empathy, and bias awareness. The experience also explores covering and the importance of authentic self-expression, as well as dialling up our noticing skills to become more aware of subtle dynamics. Leaning into important conversations, even when they are challenging, is emphasised to foster genuine understanding and connection. Psychological safety is a major focus, promoting open communication and ensuring that every individual feels valued and understood.



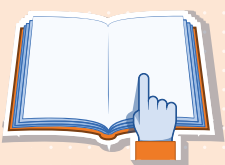
### Critical Thinking and Curiosity (Problem Solving)

Critical thinking and curiosity are essential for solving complex problems. This experience introduces structured approaches to questioning and problem solving, such as using root cause analysis techniques to explore issues in more depth. Different types of curiosity—empathetic and epistemic—are explored to promote deeper understanding and innovation. Additionally, decision-making frameworks and systems-thinking are discussed, helping to balance analytical and creative thinking. Encouraging a questioning mindset is key to generating innovative, well-rounded solutions.



### Growth Mindset 2.0 and Mental Agility

Growth Mindset 2.0 and Mental Agility are crucial for thriving in today's rapidly evolving landscape. This theme explores how to build resilience and adaptability by embracing challenges as opportunities for development. Techniques such as cognitive reframing, scenario planning, and continuous mental exercises help enhance cognitive flexibility and maintain clarity under pressure. The focus is on integrating future-focused skills like digital literacy and cross-disciplinary thinking into everyday practices. There's also an emphasis on fostering environments that encourage continuous learning, experimentation, and the acceptance of failure as part of the growth process, ensuring sustained personal and professional development.



### Storytelling

Storytelling is a powerful tool for influencing and engaging others. This experience focuses on the art of crafting compelling narratives that resonate with audiences in various contexts. Key elements include understanding the structure of a good story, using emotional appeal to connect with listeners, and aligning your message with the values and motivations of your audience. Storytelling is applicable in various scenarios, from enhancing business communications and gaining support for initiatives to inspiring others and conveying complex ideas in a relatable and memorable way.

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