



Helping you develop the organization of your dreams.



Retain top talent: The Everest Experience®

Leading teams through change and conflict to collaboration – An Archetype Learning Solutions proprietary learning event

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INTRODUCTION

In May of 1996, several teams flocked to Mt. Everest to ascend to the pinnacle of all summits. Through a series of events, both environmental (macro) and within climbing teams (micro), several individuals perished on the mountain. The Everest Experience is a two-day learning simulation that covers the same dynamics that led to this international tragedy and influences how our behavior shapes the outcomes of our teams and organizations. The event covers topics like: Leadership & Management, Change Management, Team Dynamics, Conflict Resolution, and Safety.

These are complicated topics, which do not get the attention they need in our modern organizations. Take the climb with your executive team and learn about how to work through the human complexity that makes up the contemporary workplace.

The Everest Experience is a powerful event that helps leaders re-think how they react to events which ultimately shapes our teams and organizations.



PRODUCT/SERVICE/METHODOLOGY

How is climbing a mountain similar to leading an organization? The parallels are remarkably similar.

While managing Physician Leadership Development for a large health system, I was asked to lead a case-study retreat based on the 1996 Everest Expedition. Reading just a short description, it became clear that the events that lead to the Everest situation were the result of a series of human interactions and decisions that exist at all levels of our organizations and contributed to the failed expedition.

This realization led to the Everest Experience, and based on many iterations and beta-versions, developed into a two-day event that explores workplace fundamentals as climbers trek up and down the mountain in an effort to achieve the highest accolade in mountaineering: to summit Mt. Everest and survive.

KEY FINDINGS

Key Findings #1



Human behavior within organizations – our organizations are filled with people, which creates complex organizational dynamics, not normally taught in school. The Everest Experience examines the 100 years of research that explains many of the dynamics that limit our ability to move forward. In addition, we introduce the FAST[®] tools, a practical set of tools to help you quickly assess and correct wayward team behavior.

Key Findings #2



Change and transition management – start up and adaptive organizations must know how change impacts team members! Traditional organizations are making the best of functioning in a volatile, uncertain, complex, and ambiguous (VUCA) environment. Change is one of the most stressful things your team members will experience. Stress impacts productivity and that impacts your bottom line. Learn how to help your team members navigate more successfully through the stress of change.

Key Findings #3



Conflict has a better way – Conflict is often considered difficult, challenging, and frustrating. Learn how to respond more effectively by taking the right approach and attitude to resolve conflict more quickly. Using this method of conflict resolution can also help you identify operational areas that may be leading to unnecessary conflict.



Visual Data

Data from the first Everest Experience sessions is strong in the categories of “learned a lot more” and “WOW, had an ah-ha moment.” Much of what is taught in the Everest Experience is not taught in our college and university programs, and certainly not in the school of life. Operational leaders frequently miss out on the subtlety of 100 years of research in human behavior in organizations.

Day one: Safety Culture, Team Dynamics, Managing vs. Leading, and Managing Change & Transitions

Safety Culture	Team Dynamics	Manage/Lead	Change & Transitions
65% rated 4 or 5	78% rated 4 or 5	70% rated 4 or 5	100% rated 4 or 5

Note: 4 learned a lot more; 5 had an ah-ha moment

Comments:

- “This exercise helped me better understand all the different dynamics of a team and the layers I’ve been unaware of”
- “This was so impactful! I am in a big scale change phase of my business with a lot of change. Learning the transition management helped me become more aware of the current situation”

Day two: Assessing & correcting Team Dynamics; Conflict Resolution, and Watershed Event

Correcting Team Dynamics	Conflict Resolution	Watershed Event
60% rated 4 or 5	60% rated 4 or 5	100% rated 4 or 5

Note: 4 learned a lot more; 5 had an ah-ha moment

Comments:

- “This section had really great **practical** material”
- The FAST tools are a fantastic set of practical application tools
- “The conflict resolution framework will be very useful in my career. With a new language and understanding of dynamics involved with conflict I feel much more confident in the future”
- “Understanding that my team members go through situations outside work that might be difficult and can impair their ability to perform the way I expect; as a leader I need to support them and provide them with a safe place”



CONCLUSION

The Everest Experience is a powerful learning simulation that uses a real-life series of events to demonstrate how human behavior, change, safety, mis-aligned goals, and conflict show up in our organizations. This is information that is rarely taught in school and operational leaders are left with a deficit in these areas. They are the very challenges that keep our organizations in a state of complacency and our team members in a state of dis-engaged.

This learning event is perfect for in-tact operational or executives teams looking to better understand the current organizational dynamics and how to correct them within their organizations. The nature of the experience also creates a stronger bond among team members.

Learners receive a learner guide, glossary of terms, FAST tools, and job aid for on-the-job application.

Key Takeaways

- Create a much better understanding of the team dynamics that are influencing your culture as well as your progress, and how to correct them.
- Use the FAST tools to help diagnose and correct team behavior.
- Learn how to assist your team members recover more quickly from the stress of change, which has a direct impact on productivity and therefore your profits.
- Establish a new way to resolve conflict more quickly and in a meaningful way that identifies operational issues getting in the way of real progress.