

7 Secrets of Transformational Change Agents

God and objective truth are indispensable in solving real world problems in business, law, NGOs, academia, family and individual lives. From this foundation, we will unpack secrets for transformational change agents and discover that developing trust in personal and professional relationships enables change that would otherwise be impossible. In this workshop you will learn how to listen with your heart as well as your head in order to change the game; identify hidden interests and asymmetric exchanges that enable unexpected solutions; ask the right questions so that the answers really matter; and facilitate win-win outcomes.

Jim Golden has served as an elder in his church and President and founder of the Center for Leadership Development in Kyiv, Ukraine. More recently, he has represented some of America's largest companies in negotiating humane win-win resolutions of conflicts. Golden's work is the subject of a case study taught at Harvard Business School, where he speaks perennially. Golden has served as a Visiting Fellow at the Program on Negotiation at Harvard Law School and a Senior Fellow at the Consensus Building Institute. His articles have appeared in academic and professional publications including the *Harvard Negotiation Law Review*. He has negotiated and consulted with senior staff to the President of the United States and the National Security Council and with officials in China and Ukraine.

- I. Take the Initiative
 - A. Protect Capacity

 - B. Be proactive

- II. Define Success
 - A. Decide what matters most and put that first

- III. Be Authentic
 - A. Align purpose, principles, words, and actions

 - B. Know who you are to know what to do

- IV. Build Strong Relationships

- A. Earn Trust

 - B. Follow the Golden Rule

 - C. Listen with your heart as well as your head
- V. Identify the Real Interests and Obstacles
- A. The answers don't matter until you ask the right questions

 - B. Do a "Deep Dive" to identify hidden interests and obstacles
- VI. Develop and Cast a Vision
- A. Describe the end you have in mind

 - B. Demonstrate the steps to achieving that end
- VII. Ask for the Commitment