

MHA Institute

Solving real problems in real time

2011 Award for Excellence in Program Innovation
and Design for Lifelong Learning

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How We Work With You

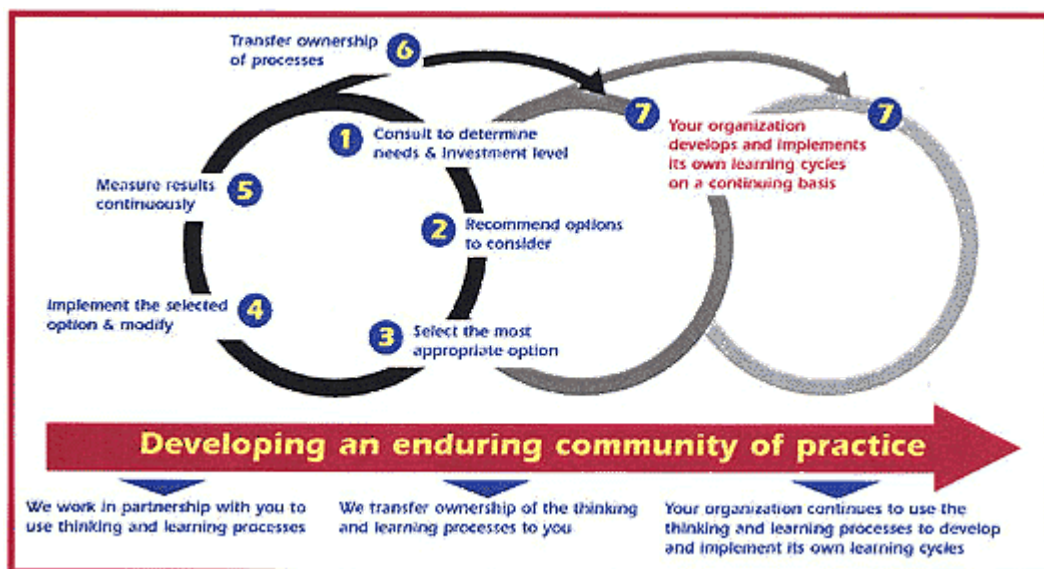
When you work with us, you get your needs met in a way that can be measured — and something more. You get a surprise that no one can anticipate. For example, many of the participants in our programs tell us that they experience increased effectiveness on a personal level in all aspects of their lives. One participant, who was laid off after taking our program, told us that he was far more resilient to change than he ever thought he would be. He takes one day at a time, and is able to manage the complex feelings that accompany uncertainty. The reason these surprises happen is because we design programs that tap into innovation, invention, creativity, and experimentation (the crucial elements of resilient behaviour.)

“This is the dream — that we can design and create organizations that are capable of adapting, changing, developing and transforming themselves in response to the needs, wishes and aspirations of people, inside and outside.”

— Mike Pedler, John Burgoyne & Tom Boydell,

The Learning Company: A Strategy for Sustainable Development, 1991

Because we walk our talk, we practice the same models and tools that we share with our customers. As consultants, we use the Learning Cycle (See **Infomine** Vol. 5, No. 3 and Vol. 5, No. 4) to guide our work with you. The model below shows you how this cycle works.



1. We meet with you and others involved for a consultation to determine your needs. At this time, we also determine your investment level.
2. Based on this meeting, we recommend a number of options that you may wish to consider in meeting your needs.
3. We work with you to select the most appropriate option that leverages the existing skills and opportunities.
4. We help you to implement the selected option, and suggest modifications throughout the implementation.
5. We work with you to measure results continuously.
6. During this process, we work with you to develop an enduring community of practice by transferring ownership of these thinking and learning processes to your organization.
7. Then, your organization continues to develop and implement its own learning cycles.

"... human beings are designing beings. They create, store, and retrieve designs that advise them how to act if they are to achieve their intentions and act consistently with their governing values. These designs, or theories of action, are the key to understanding human action."

— Chris Argyris, **Knowledge for Action:**
A Guide to Overcoming Barriers to Organizational Change, 1993