

iCue™: A conversational approach to learning and sensemaking from events



About iCue

Research shows that nearly all human decision making is based on the unconscious mind and yet, little attempt is made to understand the role of unconscious mind in tackling risk. iCue is a visual framework for understanding and visualising how human beings make decisions. The word iCue is not accidental but rather comes from the criticality of understanding the many ‘cues’ people give us in conversation if we have developed skills in effective listening and open questioning. The idea of being intelligent about these ‘cues’ is central to the iCue Engagement Process.

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The iCue engagement process

The iCue Engagement Process is an open process of concept mapping (according to iCue Listening) the thinking and decision making of the participants. The iCue Engagement Process is visual, transparent, relational, and participative. This is the source of its power and effectiveness as it represents real-time response in-situ, undetermined by preconceived ideas and agendas that are often hidden in checklists and drop-down tools.

The benefits of the iCue program:

- How to listen, map and ask open questions in a conversation
- How to understand the hidden meaning and power of language in conversations
- How to storyboard and learn from events in a conversational style
- How to generate participation and engagement
- How to identify what is spoken and what remains unspoken
- How to ask insightful and higher quality questions
- How to frame questions to obtain new insights from recurring issues
- How to ask questions that would surface biases and misunderstandings
- How to ask question to encourage reflection and 'out of the box' thinking
- How to understand cultural differences and create a common purpose
- How to visualise and resolve conflicts and trade-offs
- How to listen so others will engage wholeheartedly
- How to conduct meetings (of minds) where people bring their full selves
- How to engage with different personality types in conversations (advanced iCue)
- How to map the culture of the organisation (advanced iCue)



What do I need for practicing iCue?

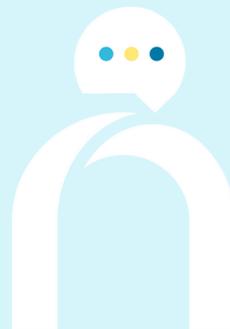
We realise that becoming a good listener and an observer takes time and practice. The iCue Method and Process comes with a toolkit (scenario cards, pocket guide and magnet coasters). You can purchase the iCue kit for GBP 60.00 by emailing us at support@novellus.solutions.

You would need a whiteboard, marker pens (assorted colours) and a few sessions of guided coaching that would set you on a path towards risk maturity and cultural intelligence. For the curious ones, we will also provide reading material free of cost if you wish to immerse deeper.



About Nippin

Nippin is a former master mariner with a master's degree in economics, a PhD in Social Sciences and Anthropology and a desire for life-long learning in the wider disciplines of humanities, social psychology and philosophy. After a near collision at sea, he took up a passion for investigating accidents and helping leaders understand the importance of perspective in human failures. As a former subject matter expert at DNV, Nippin also developed an interest in making compliance meaningful for achieving business goals. He is the host of the podcast Embracing Differences, blogs regularly and is recognised both in the research community and across safety critical industries for his ability to make research accessible to businesses and people at work.



About Novellus

We are a UK based company with world class expertise in Organisational Culture, Leadership and Risk Intelligence. We regularly facilitate learning events with the view to promote innovation across safety critical industries. We do this through a series of short presentations followed by active listening, intensive discussions and even disagreements. Learning and critical thinking inevitably follows.

Come join us if you want to learn more than you knew yesterday.



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