

Constellations

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Insight and foresight to make a difference

What do you do when you don't know what to do?

Organisations are often better at fixing technical problems than human or cultural issues that get in the way of business performance. For some situations - often those that seem too entangled and entrenched, or those that seem so complex or delicate you don't know where to begin - tried and trusted approaches don't work. It's no good trying harder or hoping things will change. You need unusual options for unsettling times.

Getting the quality of cut-through that heals rifts, strengthens people, moves things forward and adds real value is difficult. So often, we don't have a trusted way of seeing below the surface of things to understand what the real problem is and what can actually be done to improve things.

This is where constellations come in...

What is a Constellation?

A constellation is an innovative way of diagnosing and resolving troubling issues in a profound new way. It draws on emotional intelligence and intuition as well as logical thought. Helpful in workshop settings as well as in coaching and consulting situations, a constellation provides insight and foresight by uncovering the hidden dynamics of a situation. By bringing things to light, a constellation provides practical support and momentum to do something new.

In a constellation people (or even simple objects) are placed intuitively in a special configuration. This provides a 'living map' of the key elements at play in a situation. Rather than artificially freeze-framing things, we are able to see clearly into the interplay of different factors and experiment with possibilities.

With expert facilitation, we are helped to see things with fresh eyes, make different connections, and move creatively towards solutions that can make a real difference.

What issues does a Constellation help with?

There are four types of constellations that can be used to diagnose and resolve issues in organisational contexts:

- Personal
Leadership dilemmas and challenges, bullying and conflict resolution, feelings of lack of belonging, work/life balance, career choices, issues with money
- Predictive
Exploring strategic options and choices, innovation management
- Resolving
Difficulties related to mergers and acquisitions, downsizing and restructuring, team issues and tensions between departments or with strategic partners, community relations
- Informative
Continuous Improvement processes, brand and strategy development, the effects of market forces and implacable social forces such as terrorism

Constellating is a very flexible process which is of use with most professional and organisational issues. However, because of its extreme originality and power, it is best used when other, more conventional approaches have been considered or when extremely original insight would be valued.

How does Constellating work?

The constellating process works in group settings as well as one-on-one in a private coaching or consulting environment.

After factually describing a deeply-felt, 'burning' issue that needs resolution, the client invites people (or in solo sessions, selects special counters) to represent certain elements of the group or organisation being constellated.

With guidance from a facilitator, the client positions these representatives and steps back to observe. By a process that is not fully understood, representatives seem to feel and report accurately the experience of those they are representing. This is not play-acting, and is often quite a surprising, rich, emotionally moving experience.

The facilitator then tests possibilities by inviting representatives to move positions and make simple statements. Pathways to action are revealed that are unique in that they respect everybody's position and disadvantage no-one. When an optimum configuration is arrived at, the client steps back in to the constellation to experience the resolution.

Who has used Constellations so far?

While the process is innovative and unusual, constellations have been used successfully with a number of major organisations over several years, including:

Academy for Chief Executives

Design Council

Eaglemoss Publishing

Sainsbury's

WHSmith

Boots the Chemist

DTI Innovation Unit

PriceWaterhouseCoopers

Small Business Service

How can I experience a Constellation?

1. Attend an open-access 'taster' event

Qualia is holding a series of informal, one-day workshops where you can experience and learn about this innovative new process for yourself in a confidential environment.

These 'taster' workshops will be held regularly in Leeds, Chester and Cardiff and cost just £50 for a one-day (10am - 4pm) introductory session where you will have the opportunity to work on your own issues. Please apply for dates of the session you would like to attend.

2. Book your own 'taster' event

Some organisations or groups prefer to invite us in to their premises to demonstrate the work and explore its applications in specific situations. We offer reduced rates for these one-off, in-house 'taster' workshops.

3. Book a one-to-one coaching session

Constellations can also be used in one-to-one or micro-team (up to three people) situations. A 2½ hour, specially-priced demonstration session can be arranged upon request.

What clients say about Constellations

*"This was 'lightbulb learning' for me. It's a method of extremely effective diagnosis."
Chairman, Service Industry*

*"People's ability to focus and concentrate on important issues that push the business forward has improved. Our ability to create successful new products is completely transformed."
Managing Director, Publishing Business*

*"Constellations brings difficult issues to the surface constructively and creates a shared awareness which is the basis for higher performance."
Partner, Financial Consultancy*

*"There's much more trust among my colleagues. I'm also at long last doing what I really want to do, and a certain clarity is coming out of the muddle."
Manager, Public Sector*

Booking Arrangements

Please download and complete the [registration form](#) and return it to Mike King, Business Manager, Qualia Ltd: