



From here on in, none of these words are mine.

What people say about my work with them,
its impact, their shifts

Steve Hearsum Founder @



AGE + STRAT

You have an ability to operate
not just along both axes of
inquiry and advocacy
but to go almost the full spectrum
of those axes

**Thoughtful
agitator**

Provided tools to help frame my thinking
and encouraged me to dig a bit deeper and
stir up the sediment

It's the inquisitive inquiry, it is the spotting
of the moment and digging deep into
what you are noticing

Someone who pushes thoughts forward to create new
ways of working – but in practical, tangible ways

You hold your expertise very lightly

Persevering

**You helped me make
sense of the system
my organisation is in,
my relationship to it
and where my solid
ground is**

As an individual you have a way that is
both delicate and respectful whilst being
inquisitive and candid

You bring agility of thinking and adaptability to the people before you
The importance you place on getting the ask pinned down – the clarity of thinking this brings

Collaborator

**Clear talking.
Open and approachable.
Solid and practical.**

Intellectually adventurous

Mindset change

You have a knack

of not letting people off the hook, but not leaving them feeling like they're on the hook

You collaborate and you enable my vision to be realised

I appreciate the challenge to my thinking and the questions you pose (even though at the time it can rankle)

Not only did you bring and generously share your organisation development and design expertise, you also stayed open and flexible to the emerging commission from the group which led to one of the most appreciated and enduring sessions

You allow the team to work it themselves rather telling them "this methodology from this book, this is how you should do it"

It comes from the team, which is probably the difference - there's quite an art form in actually getting people to really do that properly and embrace it

**The difference is being far more confident in choosing the right approach and battles to forge
Maintenance of the aim, concentration of force**

You have provided a really powerful foundation for me to build my practice with, I was looking for an edge that was of utility to my client and to some extent gave me a USP

You helped me develop my ability to ask the disruptive questions and agitate thinking

This I actively work at and always try to push myself to the edge of my ability and comfort zone: you enabled all of that

I now know where to press hard and when to back away.

You have had a profound impact on my style, that in turn has agitated thinking in my client base and unlocked ideas and activity that has proved beneficial to them and the organisation

Your facilitation style can be quite inquisitive in nature, probes deeper and with perfect timing
Your spontaneous experiments, in the moment, thinking takes others to a different place

You have the ability to blend coaching, team coaching and facilitation into one smooth experience

You listen and reflect back what you hear

You are not afraid to challenge and push people

Equally you know when to walk away and let people figure it out at their own pace.

Spark

Energetic

Disruptive

You take people to a place where they're uncomfortable, but never unsafe

You recognise that things are and most probably will remain absurd at times, but offer wise options and can distill what are complex issues into bitesize elements

Thus giving the individual some heart in what they do next and why

You can have a laugh, and provide moments of hilarity and fun

Unconventional behaviour (is) not you, but deviating from the convention is!

You work with (our context) in mind which means we feel heard and understood and creates a much more open atmosphere than other external consultants

You have agitated our thinking

I think you are perceptive and pick up on the detail of things
I feel like I could pick up the phone to you in a panic and you would remember where we had left off and be pleased to hear from me

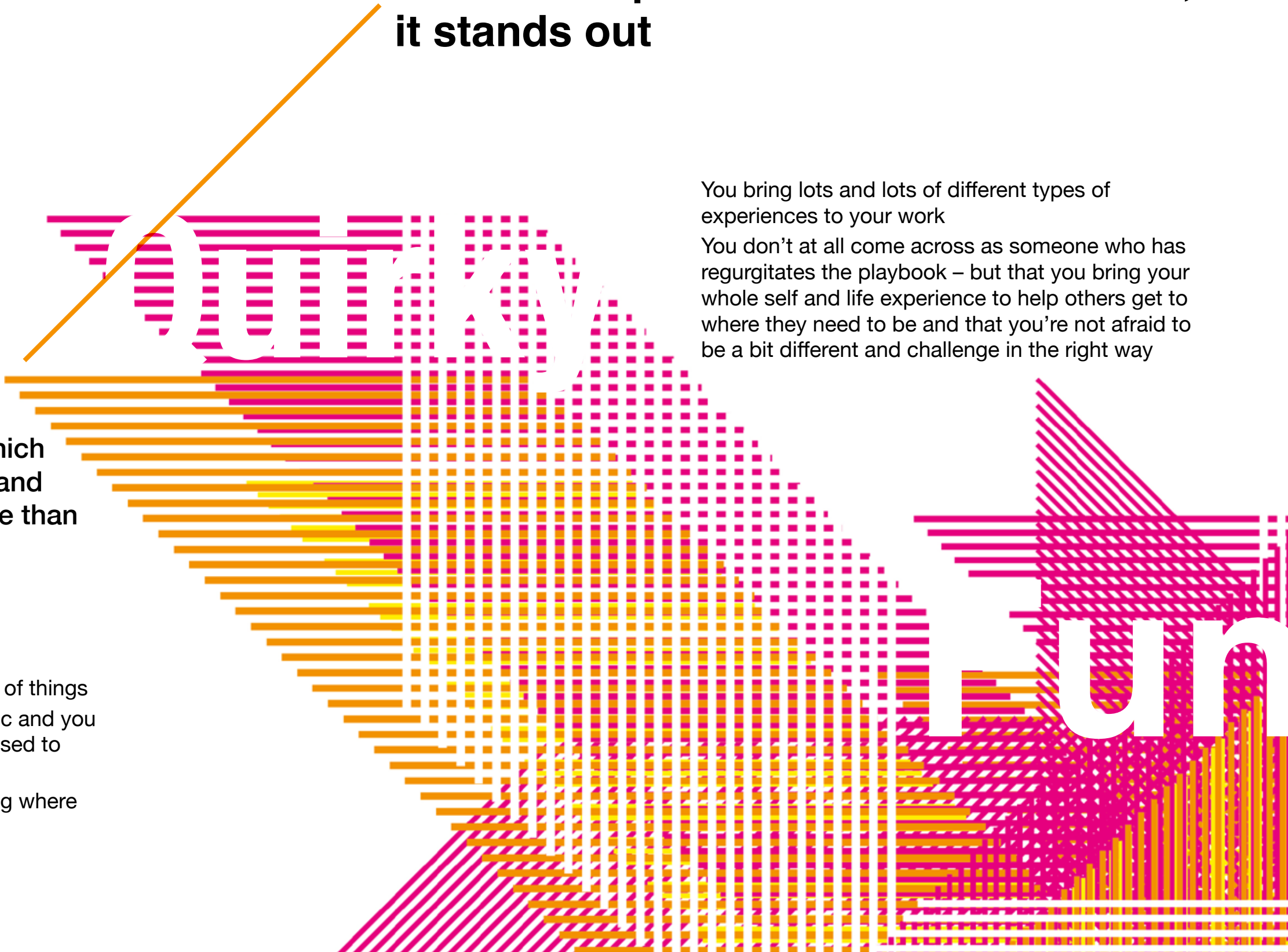
It feels like a genuine connection and not something where the clock is ticking...

You have an incredible ability to compute what is happening very, very quickly
– I don't know how you do this but you're really bloody good at it!

You have a presence and it is different, it stands out

You bring lots and lots of different types of experiences to your work

You don't at all come across as someone who has regurgitates the playbook – but that you bring your whole self and life experience to help others get to where they need to be and that you're not afraid to be a bit different and challenge in the right way





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