



Ivan Chew Growth

Discovery
Empowerment and
Improvement

Background Brief



why what how

WHY

Whether it be personal, professional or as an organisation, growth is critical to overcoming constraints – it promotes seeing more opportunities and owning them. It helps you connect with yourself and those around you to create a more cohesive momentum to succeed.

WHAT

Investing in yourself or your organisation is the first big step to committing to the growth journey. But what is it? It's gaining the confidence to have new experiences or going after what you want. It's giving empowerment to your staff for them to take ownership of their contributions to the organisation and their team to achieve the agreed strategies. It's giving that ah-ha moment as a catalyst for those who are jaded with it all to change their status quo.

HOW

Through the delivery of immersive workshops and engaged training, learnings and skills are adopted quickly due to the process using a fun and inclusive methodology. Whether it is a bespoke programme for personal development or organisational engagement, being memorable and inclusive helps deliver success which keeps building.

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I admired Ivan's ability to cater to different personalities in the group and to tailor the activities to our needs. We all found the workshop challenging, rewarding but above all a lot of fun. I discovered strengths that I didn't know I had.



Hoe Yin K.
Group Session Participant



Figure 1: Group Session Participants

Previous corporate clients:





engagement is key

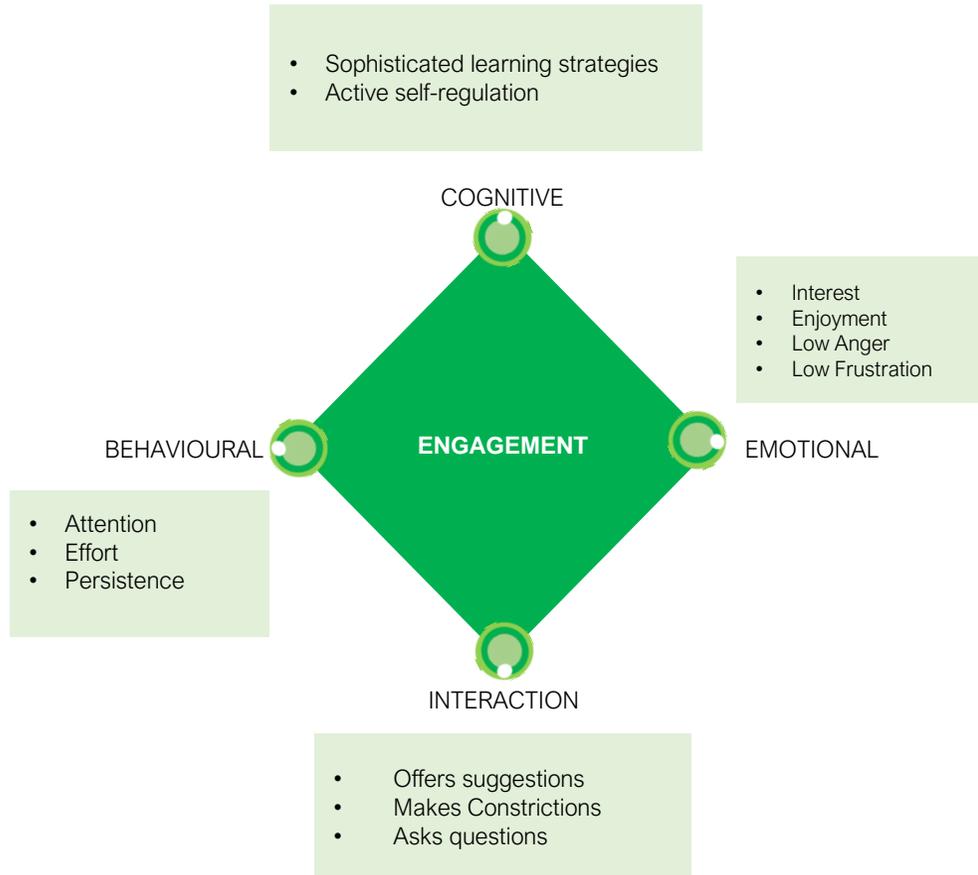


Figure 2: Engagement Diamond of Excellence

The Engagement Diamond of Excellence is often used in classrooms, and is an important part of my delivery. But what does it mean for engagement and growth?

COGNITIVE

Learning doesn't have to be in a typical classroom setting. Traditional round table, collaborative learning styles are making a come back in schools, and it is the nuanced delivery which helps make it stick. The sophistication of the process should sit behind the learning experience so the learner isn't distracted from being engaged. With the whole process being collaborative, participants are able contribute on when, how and why they should undertake a task, thus achieving that active self-regulation. 'Engaging Managers' is crucial in the corporate environment.

EMOTIONAL

Regardless of what we are doing, underlying emotions affect us either directly or indirectly with being engaged. If we're less interested or don't find a particular task enjoyable, we're less productive (it's housework for me!), and brings about frustration and anger if it persists (e.g. negative culture in an organisation). Conversely, by making the teachings fun and immersive, it taps into the positive emotions of the participants. Enabling this in the corporate space is via the 'strategic narrative'.

INTERACTION

Interactivity promotes engagement as participants feel invested in the process – they have buy-in or skin-in-the-game. Without strategic moments of interaction, passiveness kills engagement which is infectious. But there has to be a balance as too much interaction will derail the process and intent of the workshop. Achieving a fine balance is critical. Also known as the 'Employee Voice' in corporate engagement.

BEHAVIORAL

Keeping participants' attention through rewarded effort and persistence helps cement engagement and in delivering programs, it is important to understand that different people feel rewarded differently – whether it is verbal congratulatory or socio-recognition. Without the reward structure for persistence, people will persist less, and thus become disengaged. Promoting 'integrity' is another version of this within corporations.

For more detailed content within the corporate environment, an excellent article can be found at: <https://www.mindtools.com/blog/corporate/four-enablers-employee-engagement/>

I believe that for anyone to learn anything, **there has to be a mixture of agreed process, engagement and interactivity.**

With a background in improvisational theatre and puppetry, and shows in the Fringe and Comedy Festivals, I use my creative, mindful side to make interactions and training fun and engaging. Additionally, unlike most other service providers in organisational and individual engagement and confidence, I have worked in non-creative fields (construction economics and project management) for over 20 years where I've followed processes to meet milestones and deliverables to satisfy KPIs all to meet a program on a Gantt Chart - so, I know **first-hand why, what and how to deal with peers and management in the corporate space.**

And that's important.

The last thing you want is to invest in a workshop or service provider who hasn't experienced and seen first hand the impact and winning skills which they're teaching – please make sure they have experience in what and where you operate in.

WHAT I **DO**

- work with you to **create a bespoke solution** for your needs
- apply my first hand experience in leading teams and navigating **corporate culture over 20+ years in government and private organisations**
- utilise a combination of skills, knowledge and processes in **psychology, project management, theatre and entrepreneurship** gained from real-life experiences and education
- will **never lie to you to make a 'sale'**; if I don't think I can help you with your needs, I will tell you and not 'fake it 'til I make it'.
- fully **support cultural differences** and the need to understand diversity
- keep **details of clients private** unless permission given to share

WHAT I **WON'T DO**

- **won't** pretend to know you or your business – let's find out the real facts first
- **won't** force an off-the-shelf solution on you
- **won't** use techniques and resources which are not vetted by myself or peer-reviewed
- **won't** upsell products or services - you decide what you want
- **won't** leave you or your organisation as soon as the service is provided – I'll keep in touch to make sure that you're on the right track
- **won't** teach to explicitly exploit other people
- **won't** be tied to another consultant or coach – I am independent and will only give independent advice

“

Ivan lead me through a great private class. He quickly **worked out the areas needing a bit of work/confidence** and we focused on those. I felt like he really loosened the rust!

”



Lucy W.
1:1 Client



Figure 3: 'How to Own the Corporate Stage' Presentation

The **choose distinction** brand is tailored for organisations as it addresses engagement and leadership training in a corporate setting. Working closely with Human Resources, C-Suite or the right decision-makers, the intent of the workshop is mutually agreed and a report on organisational team insights and impacts of the workshop can be provided if required. Training and roleplaying can be provided based on either pre-written characters or assistance can be given to help with creating personas. If an interactive stage performance is preferred for either end-of-year parties or team bonding, this is delivered via **IMPROVISASIAN**.

The **yes and now** brand is specifically for individuals to assist with their personal or career development needs in a bespoke programme, agreed with the client and run over a 6 or 12 week run.

The Communicative (including interview skills for new migrants) and Media services are one-off services tailored as required.

Further details of the services can be seen in Figure 5 and in the following pages of this document.



Figure 4: Presenting at 'The Employee Experience Summit 2019' in Melbourne.

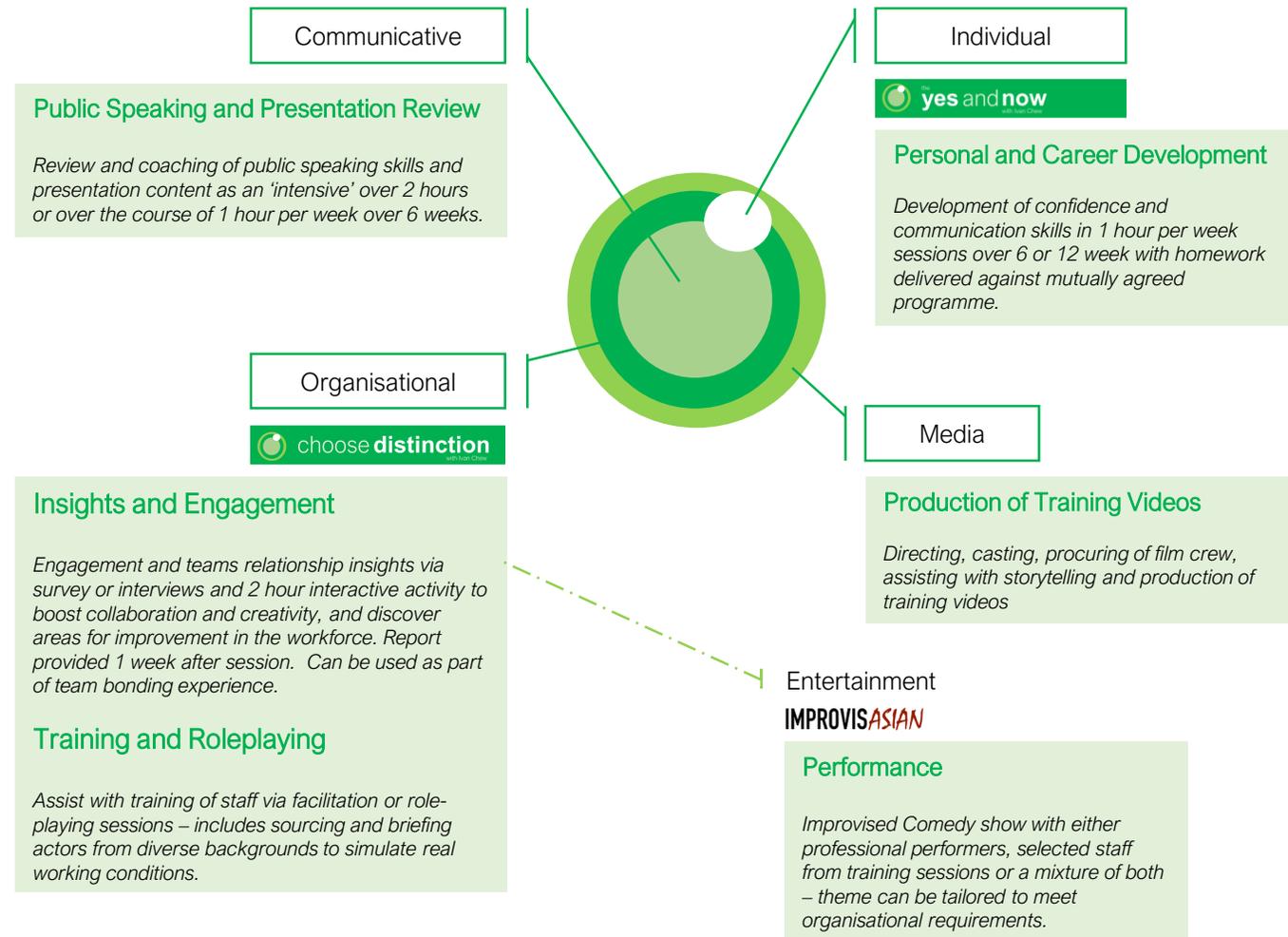


Figure 5: Services Offered



Introduction

'Culture eats strategy for breakfast' – but engagement is the first step to affecting culture. Is your organisation or team engaged and working as a cohesive force while having that level of psychological safety to inspire invention and true collaboration?

By firstly understanding your organisation and strategies, it is imperative that staff feel part of the one team – they'll understand and respect each other better, they'll discover what they need to work within and with their peers to minimise miscommunication, they'll have an experience to bond over.

It's about discovering what is unique about your teams.

It's about choosing to celebrate and improve your team and organisation's distinction and achieving distinction itself.



Figure 6: Running the Insights and Engagement Workshop

Insights and Engagement

The Insights and Engagement workshop starts with a meeting with the organisation's representative to agree on whether team interaction, inter-team understanding, collaboration, organisation pride, invention or team bonding is the intent. From either interviews with managers or a survey, fine tuning is undertaken to plan specific interactive 'games' to be run in the workshop such that all personalities of staff can be involved. The number of workshops is agreed with you at this stage as well.

The workshop is run over a session ranging from 1.5 hours to 2 hours with between 10 to 25 participants at a venue provided by the organisation. A venue can be provided at additional cost if required.

Upon completion of the session(s), a report will be provided 1 week later summarising the insights and deliverables.

Case Study: Amicus
Purpose: Summit Activity, Team Insights

Amicus was looking for a team bonding experience for their 80 staff at the annual summit which brought staff from across 3 states. With being spread out interstate, it was imperative that staff became familiar with each other (some as their first time meeting the other) and their roles in an engaging and fun way. Learnings from the session highlighted some misconceptions on what some teams roles were, and the sessions helped by flagging the need for future internal communication and awareness.



At Amicus, being in the top 10 of the Great Place to Work (Australia) over the last few years, we're always on the lookout to benefit our workforce. We sought out Ivan to run his **workshop to help with our team bonding and engagement** in our annual summit which had over 80 staff attending. Initially, I wasn't sure that he would be able to facilitate such a large room and still have staff energised and having fun, but I trusted his background in his coaching, theatrical and corporate domains so decided to take a chance - and I'm glad I did! On the day, even with Ivan having to overcome a last minute change to the logistics of the venue and allocated time, his workshop **saw our staff (and myself!) having fun and being more communicative across teams.** It also gave us **insights into leadership and team areas that we needed to work on to function as a cohesive force.** And there was an especially interesting takeaway on how some teams were perceived. Whether you're looking for **insights into your team dynamics or just want a fun, team session,** I recommend that you get Ivan on board.



Simon Coles
Managing Director



Training and Roleplaying

Many organisations use role-play as a means of learning and practicing new skills; whether it be how to handle a difficult employee or how successful a sales pitch could be, the reality of the role-play situations gives participants the opportunity to develop their skills in a safe environment. Training participants are able to rehearse their approach, hone their presentation and find solutions to challenging scenarios. Participants can build up experience and self-confidence with handling the situation in real life, and react effectively as situations evolve, rather than making mistakes or becoming overwhelmed by events.

Whether personas and scripts are prescribed or if assistance is needed to flesh out scenarios and characters, it is critical that the role-player has real-life experience in that environment – you need the role-player to tap into their observations and past interactions gained over a number of years. With a diverse workforce, can you afford not to include cultural and gender diversity, real experience in the corporate setting at no less than a senior level and experience in playing a role convincingly while prompting growth from the participants? We've got all that covered.

Case Study: NSW Department of Justice
Purpose: Role-playing for Leadership Training

As part of the Leadership Development training run by the NSW Department of Justice, participants had to counsel an imaginary peer under a complex set of circumstances in a hypothesised scenario. A character persona was drafted and required me to have my objective with a backstory in mind during the role-play which shaped my interaction with the participant. As the GROW model was used (I often use it in my own coaching workshops), it was essential that while being as an accurate interaction in a real corporate setting, that nudge theory was applied to give encouragement and opportunities for the soon-to-be leaders to apply their training and reinforce their knowledge. A post-training review and tips were given to the participants at the end of the session to assist with their further development.

“

Ivan demonstrated strong skills in adapting to the responses and the needs of our early leaders during activities designed around coaching staff for improvement. He brought a **depth of knowledge about cultural differences; a willingness to embed himself in the business; and an energy and enthusiasm for his work.**

”



Leila Wearing
General Manager



Entertainment

IMPROVISASIAN

When there is a need for staff to either wind-down with a **comedy show** or if there is a need to have **messaging for change management** be relayed in a fun way to break down barriers to change, ImprovisAsian can help. Having been in the **Sydney Comedy Festival and Sydney Fringe Comedy Festival** in alternating years respectively and having a **culturally and LGBTIQ diverse cast**, ImprovisAsian understands that a show can still be respectable and create laughter to engage the audience. ImprovisAsian has been trading the stage **since 2010** and has been in articles in News Limited and Fairfax publications.



Figure 7: ImprovisAsian in the Sydney Comedy Festival

Bespoke Program for Personal and Career Development

No matter how much you plan in life, it never goes 100% to how you wish it. But you survive, right? Sure sometimes it's harder than it should be, but what you're doing is putting yourself out there – not fearing failure, improvising, having **resilience and confidence in yourself**. Are you able to **bounce back quickly** after feeling like you've said or done the wrong thing? Are you looking to either enhance or learn new skills in 'thinking on your feet'? Or it could be that you want to **build up your esteem and confidence** and not withhold your **charismatic self on dates or business meetings**.

Is there a way to learn to adapt quickly and see results gradually as you apply them?

Absolutely – by combining backed up **psychological principles, project management methodology, improvisational theatre skills and conversational flow**, you will not only gain a better understanding of yourself, pinpoint key 'levers' to pull to grow but also have a coach to guide and cheer you on as you embrace you being **more confident, more resilient and more connected** with those around you.

The individual 'Yes And Now' course covers principles and practice of confidence, communication techniques and resilience to help you cope with any situation successfully in 12 one hour sessions once a week either in person or via Skype.

Before the start of the course a tailored personal development plan is agreed with the you including milestones and deliverables. Note that there will be homework and it is expected that it is completed before each session. The course can be compressed to 6 weeks by having two sessions per week.

A discounted group option is also available if required.

“

Ivan's workshop really **showed me the magic of speaking on the fly and the potential I have within myself** to get the flow of telling elaborate stories, rhyming and word association. A **fun and safe way to effectively learn life skills, team building and leadership**. I **highly recommend it**, you never know when you need to improvise!



Tam C.
1:1 Client

“

I first contacted Ivan when **my career was stagnating and my confidence was low**. I was looking for a course that would **teach me new ways to communicate with my colleagues and be heard among my peers**. I wasn't quite sure what to expect from such a vibrant personality but Ivan was a wonderful coach with a unique talent that **put me at ease, whilst still guiding me out of your comfort zone**. I appreciated his **unique and personalised approach to training**. What I gained from his course progressed beyond my work, to become lifelong skills. I'd **recommend one of Ivan's courses** to anyone looking for a fresh approach to developing their communication skills.

”



Nilanthi J.
1:1 Client



Figure 8: Typical Waterfall program used in Development Program



communicative and media

Communicative

If you're worried about your **presentation skills or content being delivered**, I can help work through with you ways to capitalise on being your true self and not faking it, elements of your content which might be tweaked to get maximum engagement and amplify your delivery to **take advantage of your cadence and personality through language** – both in body and spoken language. In this component, I can also help you with **interview techniques**, especially for those who from an immigrant culture to Australia. I'll help you understand the nuances of the questions being asked and also how you can give well received, honest answers.

Case Study: Kingsley L
Purpose: Presentation Review

With seeking pre-selection into the Greens in Western Sydney, Kingsley wanted to improve his delivery of his speech and learn of ways to bounce back should his delivery stumble. Over a 3 hour intensive, we broke down the delivery, tweaked it and went through presentation hacks.

Kingsley is now the Federal candidate for the Greens.



I was concerned if I could **deliver a speech under pressure**...and being on stage terrifies me. Ivan has shown me how I can **be myself and capitalise on glitches** that may happen and I can use it to my advantage.



Kingsley L.
Presentation Intensive Client

Media

When you need a **training video done** but neither have the time, expertise or contacts to produce it, I can help you with it by procuring the **right film crew, getting and briefing a culturally and gender diverse cast, and help coach the non-actors in the scenes**. All cast members have experience in stage improvisation and either film, television or web media.

If you need to help with writing the script or improvising on content, I can work with you to **tweak it to deliver maximum engagement** with your viewers.

Sourcing of equipment ranges from video cameras, sound equipment, lighting and rigs through contacts in the industry.

Case Study: NSW Ministry of Health
Purpose: Joint Training Video

The NSW Ministry of Health was tasked to provide training in regional NSW for joint activities across emergency services involving police, ambulance, hospital and mental health workers. The Ministry contacted me with a rough outline where I sourced the right film crew and culturally diverse trained actors, directed and performed in the training video. During the filming of the video, I also coached the real-life emergency staff on how to naturally perform on film including the right blocking and movement throughout the video.

Name ↑



Scenario 1 - 1.mp4



Scenario 1 - 2.mp4



Scenario 1 - 3.mp4



Scenario 1 - 4.mp4



Scenario 1 - 6.mp4



Scenario 2 - 1.mp4



Scenario 2 - 2.mp4



Scenario 2 - 3.mp4

Figure 9: Screenshot of training video chapters for NSW Ministry of Health



about Ivan Chew

Education

2016 - 2020

Graduate Diploma in Psychology
University of New England (NSW - Australia)

2012 - 2012

Certificate IV (Training and Assessment)
HBA Learning Centres (NSW - Australia)

2009 - 2012

Postgraduate Certificate in Energy Studies
(focus on Innovation)
Murdoch University (WA - Australia)

2008 - 2008

Puppetry Level 1 and Level 2
Gary Friedman Productions (NSW - Australia)

2007 - 2007

Acting for Adults
Marion Street Theatre (NSW - Australia)

2005 - 2006

Improvisation Level 1 and Level 2
Lyn Pierser Improvisation (NSW - Australia)

2003 - 2004

Masters in Project Management
University of Sydney (NSW - Australia)

1996 - 2001

Bachelor of Building (Construction Economics)
University of Technology, Sydney (NSW - Australia)

Highlights

2019

- Speaker at Employee Experience Summit 2019 - '*Applying Design Thinking and CX Principles to Employee Experience*' (VIC - Australia)
- Speaker at The Story Conference - '*Our Perceptions of Well-being: An Interactive Dive*' (VIC - Australia)

2017

- Speaker at AzNConnect - '*Navigating Networking with Confidence*' (NSW - Australia)
- Master of Rock for Property Industry Foundation - '*Construction Rocks 2017*' (NSW - Australia)

2016

- Speaker at The Story Conference - '*Removing Fear and Engaging Your Stakeholders*' (VIC - Australia)
- Master of Rock for Property Industry Foundation - '*Construction Rocks 2016*' (NSW - Australia)
- Speaker at Momentum Warriors Community - '*How to Connect with Anyone*' (NSW - Australia)

2015

- Speaker at The Professional Development Forum - '*How to Own the Corporate Stage with Confidence*' (NSW - Australia)
- Master of Rock for Property Industry Foundation - '*Construction Rocks 2015*' (NSW - Australia)

2011-2013

- Head of Drive-time Broadcast at 2RDJ 88.1FM (NSW - Australia)

2011 - 2013

- Selected Incumbent in the Pop-Up Parramatta project - *Ivan Chew Improv* (NSW - Australia)

2007 - 2010

- Casting Director and Producer - *Scared Scriptess* (part of Impro Australia) (NSW - Australia)

Contact Me

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