



bureau tw!st

SARA HUANG/BUREAU TW!ST

Making difficult conversations and transformations
comfortable, empowering, and effective

Agenda

Welcome and introductions

- Facilitator specialising in designing and supervising cooperative processes
- Master's degree in Public Administration
- Qualifications in Deep Democracy (Lewis Method) and LEGO® SERIOUS PLAY®.
- Nearly 20 years of experience in public, private, and third sector organisations

Review skills and specialisms

- Making space for difficult and uncomfortable conversations
- Developing psychological safety
- Empowering creativity and expressiveness
- Using soft power
- Creating flat structures from hierarchies
- Relationship and community building

Detail previous clients

- **Municipalities:** Rotterdam, The Hague, Haarlemmermeer, and Amsterdam
- **Ministries** of Economic Affairs & Climate Change; Agriculture, Nature & Food Quality; the Interior & Kingdom Relations; Justice & Security; and Social Affairs & Employment.
- **National Government organizations**, including Rijksdienst voor Ondernemend Nederland, Immigration and Naturalization Service (IND), Rijkswaterstaat, Intermin Foundation, and Nieuw Wij Foundation.
- **Local community initiatives**, including Hartmans Network, De Kracht van Os Incentive Fund, and OpenEmbassy Amsterdam.
- **Companies** including Friesland Campina B.V., De Speelacademie, and Brainy Bunch.
- **Education, research and science** organizations including Fontys University, Tilburg University, and Drift Transition Academy (in cooperation with Erasmus Academy).



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Study examples of work

- Haardvuur Dialogues - an open registration event, working with famous Netherlands, to share stories of hope and desire amid the COVID-19 pandemic.
- #BLM Dialogues - a virtual space that brought people together to discuss their experiences of racism, share feelings and stories, and safely experience discomfort.
- Transition Management Masterclass - a LEGO® SERIOUS PLAY® closing session for an eight-day course on an innovative approach to transition management.
- Collaborative relationships - six months of guiding the Rijkswaterstaat's Department of Crisis Management towards greater resilience, collaboration, and digital working.

Review feedback

- "Methodical and... has excellent listening and paraphrasing skills." - Anita Bhardwaj.
 - "Created a safe space that made it easier for us to open up and get working to remove the obstacles in the way of our communication." - Ray Gonzalez
- "Gives voice and definition to something we are all sensing at the edge of our consciousness, but can't fully "see" until she helps us." - Brian Stout

DECIDE NEXT STEPS

- Visit Bureau Tw!st website
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