



The Impact Wave™

Unlock the power of worker wisdom

Catch the wave, learn the fundamentals

This digital learning experience builds foundational skills in trust-building, leadership and worker-led problem solving. It introduces The Impact Wave™ and covers the fundamentals of design thinking methods and is designed to equip leaders and teams with the mindset, methods and moves to activate trust and problem solving within their organisation. Grounded in veyter's Trust-in-Action framework and The Impact Wave™ method, this program enables practical, organisation-wide capability building.

The course comprises 5 modules delivered over a 10 week period:

Module 1: Overview of Design Thinking and The Impact Wave™

Module 2: Defining the Real Problem

Module 3: Imagine the Future and Shape Opportunities

Module 4: Generate, Test and Refine Solutions

Module 5: Embedding & Sustaining Worker-Led Problem Solving

Each module includes pre-reading, interactive learning sessions, video content and optional post-reading or activities to practice and embed your skills. The estimated commitment to completing the course content for each module is between 3 and 4 hours, of which approximately 90-120 minutes will be live virtual delivery.

Attendees of each module will receive the relevant tools covered during that session only. Participants attending the full learning experience receive copies of The Impact Wave™ playbook containing the key methods, tools and templates used to facilitate worker led problem solving and critical thinking.

Who is this for

This learning experience is ideal for:

- Leaders who are seeking practical tools to activate trust, innovation and ownership across the organisation or want to empower their people and improve how work gets done
- Safety, risk and operational leaders looking to embed worker wisdom into systems and processes
- Transformation, strategy and change managers tasked with solving complex, persistent challenges

Whether you're driving cultural change, redesigning processes or simply want to build better problem-solving muscle across your business, this course gives you the structure, tools and confidence to do it well.

Our learning experience modules

Module 1: Overview of Design Thinking and The Impact Wave™

What it covers:

Introduces design thinking as a method to activate trust and drive performance. Participants explore the philosophy and rhythm of the Impact Wave™, why it works, and how it contrasts with traditional problem-solving approaches.

Learning objectives:

- Understand the fundamentals of design thinking and co-design.
- Explore the six phases of the Impact Wave™ framework.
- Reflect on the leadership mindset required for trust-building.
- Set expectations for the course ahead.

Module 2: Defining the Real Problem

What it covers:

Deep dive into defining challenges using the *Problem Framing Canvas*. Participants learn how to uncover root causes, align on what matters, and identify what's at risk if nothing changes.

Learning objectives:

- Clarify real versus perceived challenges.
- Use stakeholder mapping and empathy tools.
- Practice the “From–To” shift method.
- Apply early measurement thinking and establish the theory of change.

Module 3: Imagine the Future and Shape Opportunities

What it covers:

Guides participants through the *Opportunity Framing Canvas* and future-state thinking. They explore how to define design principles, surface opportunities and align with strategic intent.

Learning objectives:

- Define opportunity spaces clearly.
- Articulate desired outcomes and benefits.
- Create a shared vision of the future and a case for change.
- Establish change experiments and metrics.



Module 4: Generate, Test and Refine Solutions

What it covers:

This is the “engine room” of design thinking. Participants use tools like the *Now-Wow-How Matrix*, *Idea Filters*, and *Reverse Brainstorming* to land viable ideas. They'll learn rapid prototyping and real-world testing techniques.

Learning objectives:

- Apply divergent and convergent thinking tools.
- Evaluate ideas through desirability, viability, and feasibility.
- Learn to prototype and test ideas quickly.
- Gather feedback and iterate.

Module 5: Embedding & Sustaining Worker-Led Problem Solving

What it covers:

Focuses on how to implement ideas sustainably. Participants build implementation plans and stakeholder strategies while exploring trust embedding tactics and detailed measure of success for implementation.

Learning objectives:

- Design implementation plans with clear ownership and metrics.
- Understand the dynamics of scaling change.
- Learn how to monitor, measure, and adapt.
- Recognise trust signals and reinforce leadership moves.

Your Facilitators

This learning experience is guided by veyter's strategy designers who bring deep expertise in trust-building, organisational change and system-level problem solving.

Andi Csontos and Amy McKie are experienced facilitators, advisors and design thinkers who have spent decades helping organisations navigate complex challenges across industries. With backgrounds spanning health and safety, leadership and risk, they bring both rigour and creativity to their work.

Their facilitation style is practical, inclusive and energising, grounded in lived experience and driven by a belief that the best solutions come from those closest to the work. Participants benefit not just from the tools and frameworks, but from the stories, insights and sharp guidance they bring into every session.

Pricing

Individual attendees

Package	Price (AUD)	Includes
Individual modules 1 - 5	\$495 ex GST per module	Pre-reading and preparation exercises + online content + mini playbook of essential tools + peer exercises
Full learning experience (5 Modules)	\$2,200 ex GST <i>10% discount</i>	All the above + full playbook + Certificate of Completion + live call Q&A access

Contact us on contact@veyter.com to register your interest.

Group Pricing

Bring your team, save together.

We offer group pricing for organisations wanting to enrol multiple team members. Whether you're building internal capability, activating trust across departments, or preparing for a transformation initiative, we'll work with you to ensure access is both cost-effective and impactful.

Looking to run the course in-house or blend with a live workshop? Let's design the right experience for your team. Price on request, based on team size and facilitation needs.

A Premium Experience

Accelerate learning with guided facilitation.

For teams who want to embed the learning faster and deeper, our premium experience offers customisation, additional support and expert facilitation. Perfect for leadership cohorts, cross-functional taskforces or project teams, this tier includes:

- Live virtual facilitation of each module by a veyter advisor
- Pre-course planning session to tailor examples to your context
- Optional wrap-up session to consolidate learnings and set next steps

Price on request, based on team size and facilitation needs.