



Supporting teams:

Utilising our shared wisdom

Sharing our wisdom

- ▶ **What tools or models have you used, that have worked?**
- ▶ On flip chart capture:
 - ▶ What it is (what it is called)
 - ▶ When (in what circumstances), have you used it, and when you haven't/wouldn't
 - ▶ What difference did it make
 - ▶ How did you know, what 'measures' did you use?
 - ▶ What (if any) would you use, with the benefit of hindsight?
 - ▶ Anything else you want to share about it....

Misdiagnosis – Assumptions & Beartraps

how you use self as instrument

▶ What do you do if you get ‘invited’ to prescribe anti-biotics for a cold?

▶ Example

▶ *“there are 1 or 2 behaviours that need addressing”* the assumption being that everything else is fine AND a team event will address it

▶ What else might be going on?

- how the leaders(hip team) set the behavioural standards, through what they say and don't say and do and don't do, (what data is available or needs to be gathered to help the leader see what is going on and how you can help them to make progress)
- that the team is badly designed (roles and responsibilities) which leads to unhelpful behaviours, or is working in a design that has lost its connection to the strategy (I recommend Naomi Stanford's work)
- there are some (unspoken) underlying issues, that need to be surfaced – some unmet needs (check out Brene Brown's work - so helpful in this space)
- their interactions (team meetings) need more rigour and focus, or time to check in and be human...(consider Schein's work on Process and Content)

What can you do about it – how do you get alongside the client?

Sometimes you must do 'Entry' work AND then play back the data.
What hints and tips do you have?

- ▶ Share your hints and tips at Menti-com use code: 2848 6241





Key reflections





Thank you