

Behind the back advice

Group discussion technique

1. 2.5 minutes - Individual shares a challenge and requests specific support on the issue then turns away. Examples of support questions could be:
 - *I'd like to hear what people think is going on for this individual*
 - *I'd like to hear what people think is not being said or done by me*
 - *I'd like to hear what picture people have of this individual / team relationship*
 - *I'd like to hear what I have done well so far/could do next*
2. 10 minutes (set a timer) Rest of group discuss the issue : group members are thinking out loud. They may not have the facts all correct because they are in many ways speculating, but they are sharing their thinking at that point.
3. 2.5 minutes - Individual returns to the group, shares the experience of listening then reflects on what new *thoughts or ideas* they have had from stepping outside the group



Listening to ignite the mind

- High quality – focussed attention
- Show genuine interest – focus, eye contact
- Equality in listening – an equal partner – genuinely curious & interested
- Time – don't rush their thinking

Time to Think – Nancy Kline

TIME TO THINK

LISTENING TO IGNITE
THE HUMAN MIND



*"Do not be fooled by the simplicity of this process.
It will unleash the power of your whole organization."*

British Telecom

NANCY KLINE



“The Thinking Environment”

The quality of everything we do depends on the quality of the thinking we do first

The quality of our thinking depends on the way we treat each other while we are thinking

Diversity: raises the intelligence of the group

Feelings: allowing sufficient release of emotions to do your best thinking

Equality: peer thinkers even in hierarchy; equal turns and attention

Ease: creates, urgency destroys. Time, no rush, no interruptions -> think for yourself

Encouragement: Competition stifles encouragement and thinking

Attention: listening with respect & curiosity = generates thinking.
Listening to ignite rather than reply

Appreciation: Human mind thinks rigorously and creatively in the context of genuine appreciation

**“Encouraging divergent thinking;
Ensuring Diverse Group Initiatives
The mind works best in the presence of reality – reality is diverse”**



MDP Think Tank

Purpose: To agree on some practical actions to stay connected and keep your learning alive as a group, following completion of the programme

- Someone to volunteer to go first, then go clockwise
- Each gets a dedicated time to answer – you can pass if you're not ready and we will come back to you at the end
- We pause if the 2 minutes aren't up - allowing more thinking time
- Remember to enable each others thinking by being focused and empathetically listening



Question 1 – 2 minutes

How do we make best use of our new MDP network?

Question 2 – 1 minute

What ideas stuck with you; how do you make them happen?

Appreciative feedback

Select a label with a colleague's name

Write a piece of appreciative feedback for that person

It can be a strength you value, something they have contributed on this programme, a piece of recognition, what you have learnt from them, how you have felt with them ...anything that comes to mind!

Select a gift for that person & tie your label to it



Your final reflections

- Your commitments to action
- What you've most appreciated about the programme
- A piece of recognition for your buddy
- How you're feeling

Just 2 minutes each so you'll need to be concise!



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