SCRIPT

TEAM DIALOGUE

FREQUENCY	CATEGORY	TIMING
After a survey	Script	60' – 90'
MATERIALS	A screen for looking at the results together	

INTRO

As a team, you have completed the JiGSO Listen questionnaires. That in itself is an important step in strengthening your team dynamics. Because to measure is to know. It is then particularly important to take time to discuss the results with the team, and to think together about what concrete actions you are going to take now.

This short tutorial will give you some guidance for this team dialogue. Especially if it is the first time that you discuss the results, it is advisable to follow this script.

STEP 1 : check-in (10 minutes)

Talking about team dynamics doesn't always feel comfortable. It requires an open and honest atmosphere, where people feel they can say what they think and feel. Even if your team scores high on Psychological Safety, it is still important to get everyone on the same wavelength and in the right mood.
A short check-in is an excellent method for this.

You can use one of the questions below. Do a 'tour de table' and invite everyone to answer the check-in question. Do not discuss the answers.

- What are you hoping for in this team session? What are you afraid of?
- What do you need today for this team session to go well?
- What do you want to contribute to this team session today?

STEP 2 : towards a shared understanding of the results (30 minutes)

The pitfall is that you immediately discuss the results in group. That will not feel safe for everyone. Moreover, it increases the risk of group think. It is important that each team member is able to reflect by him/herself in the first instance, and to share his/her thoughts in a safe context.

There are two ways to go about this.

Option 1: 1-2-4-all

- Invite the team members to reflect individually for 2 minutes and to write down their thoughts. Provide the following questions:
  - What strengths do you observe?
  - What are the challenges for the team?
  - Are we all on the same wavelength or do we see big differences in the answers?
- Then share the thoughts and reflections in pairs for 4 minutes. Look for similarities but also try to understand the differences.
- Now form groups of 4 and give them 6 minutes to share. Again, look for similarities and discuss the differences.
- Now invite the groups of 4 to share the main insights from their conversation with the whole team.
- Then look for the similarities together and write them down in a visible place for everyone to see (e.g. flipchart or (digital) whiteboard). If there are big differences, take time to analyze them. Is it about the same thing but do we have a different view? How can we explain these differences? Can we accept those differences, or should we look for a shared vision?
- If you form a small team (+/- 6 persons), you can immediately switch from the duo-talk to the team-talk.

Option 2: thinking round

- Give the team members 2 minutes of individual reflection time and invite them to write down their thoughts on the following questions for themselves.
  - What strengths do you observe?
  - What are the challenges for the team?
  - Are we all on the same wavelength or do we see big differences in the answers?
- Do a 'tour de table' and invite everyone in turn to share her/his thoughts. Limit individual time to a maximum of 3 minutes. Make sure nobody is interrupted. Do not start a discussion yet.
- When everyone has taken their turn, invite the team to look for the common views and note these down in a way that is visible to everyone (e.g. flipchart or (digital) whiteboard).

- If there are major differences, take time to analyze them. Is it about the same thing but do we have a different view on it? How can we explain those differences? Can we accept those differences, or should we look for a shared vision?

STEP 3 : defining actions (15 minutes)

Now that you have a shared understanding of your team's strengths and challenges, you can move on to concrete action. This step is crucial to bridge the gap between knowing and doing, and to make sure that the next time you measure your performance, you do not find that nothing has changed. Analysis without action can be very frustrating for people.

In the dashboard of each survey, you will find concrete recommendations. These are based on scientific evidence and best practices, and are tailored to the specific results of your team.
In addition, for each item from the questionnaire, you will find different inspirations.

It is possible that not all recommendations or inspirations are suitable for your team. Moreover, time and energy are scarce resources that you need to use wisely.
Reflect with the team on which issues you would like to prioritize. If necessary, rank the recommendations and inspirations on two dimensions: impact and feasibility. Do we expect that action X will effectively help us as a team and do we also believe that we will be able to summon or free up the time and energy to do so?

Click on the 'accept' button of the retained recommendations or inspirations to put them in your action module. Do not forget to indicate who will take on this action and when you plan to do so.

STEP 4 : check-out (5 minutes)

Congratulations! You took the time to discuss the results and to translate them into concrete actions.
Maybe the session went very smoothly. Maybe it was a bit awkward or even difficult at times. In any case, you have taken an important step in your learning process as a team.
Take some time to conclude and check with each team member how he/she felt about this session. You can use one of the questions below. Use the same principle as during the check-in: listen to each other, do not interrupt, and do not argue.

- What did you find difficult in this session? What did you appreciate?
- How do you feel about this session?
- Is there anything you would like to share with your colleagues?