Conversations for Delivery

# Introduction

You can use this helper with your teams as a self-assessment tool. The aim is to have purposeful conversations with the aim of raising your game.

# When to use

Provided you have led the team to a Shared Team Future and Engaged them in creating it, you ought to be able to use these prompts constructively with your team, perhaps as part of a team meeting activity.

## As part of your preparation

Think through what you will do to avoid silence. Perhaps do as a small group activity.

* Prepare for feedback about your behaviour. Remember all feedback is useful
* Prepare for comments that are out of scope such as other team’s behaviour
* Prepare for staying out of blaming one another
* Prepare for superficial and safe responses that use precious time without creating value and actions
* Don’t start this process unless you can devote some resource to actions.

# Deliver conversations

## Conversation #1: Making BIG Requests

| Prompt | Weak | Strong |
| --- | --- | --- |
| How strong are we at making BIG Requests of each other? |  |  |
| How well do we work together so that requests are clearly linked to what we are up to together? |  |  |
| How strong are we at making BIG Requests of others beyond outside the team? |  |  |

### How we could raise our game?

## Conversation #2: Maximising Probability of Delivery

| Prompt | Weak | Strong |
| --- | --- | --- |
| How well do we work with each other between team meetings to maximise the probability of success? |  |  |
| Do we collaborate with each other to draw the best from each other? |  |  |
| Do we exchange information to make sure everyone is in the loop on progress, roadblocks and how we are going to adjust to get round them? |  |  |

### How we could raise our game?

## Conversation #3: Delivery is Acknowledged

| Prompt | Weak | Strong |
| --- | --- | --- |
| How well do we acknowledge successes along the way? |  |  |
| How openly do we acknowledge each other? |  |  |
| How well do we build on successes by imagining new possibilities? |  |  |
| How regularly do we celebrate to help keep the energy strong? |  |  |

### How we could raise our game?

## Conversations #3a: Non-delivery is Addressed

| Prompt | Weak | Strong |
| --- | --- | --- |
| How well do we speak straight when the team underperforms? |  |  |
| How well do we keep out of ‘blame’ and in ‘what can we learn and how shall we proceed?’ |  |  |
| How quickly do we re-energise as a team after setbacks? |  |  |

### How we could raise our game?

## Conversation #4: The Wrap-up

| Prompt | Weak | Strong |
| --- | --- | --- |
| How robust are we at setting a new timeline and working to it? |  |  |
| How well do we ensure we apply the learning from any underperformance? |  |  |

### How we could raise our game?

End