

Collective Learning Protocols

Adding structure to collective team problem solving

1. Assign roles

Client - person presenting the case/issue/challenge they would like help with.

Facilitator – checks the team are following team ground rules, everyone is contributing, and agrees timing.

Others – the team supporting the client with the case.

2. Present the case/issue/challenge

Client uses allotted time (suggest no longer than a few minutes) to present the case/issue/challenge.

Others do not interrupt at this point.

3. Clarifying questions

Others ask client any questions to clarify the case and context.

4. Select approach from options below

Client selects one of the four approaches below (A, B, C or D), or a combination of approaches. If unsure which might work best, ask others for their advice on which to select. Be brave, experiment and try new approaches!

5. Use approach

6. Summarise learning and action

Client summarises the insight they have gained from the process about the case and themselves, including any resulting actions and next steps.

7. Close out

Facilitator checks the client has all they need and next steps are clear.

Facilitator checks if others have anything they would like to share about their own learning while being part of the process.

A.Coach

Others take turns to ask Client open ended questions to help them explore their own thinking about the case. Others do not offer advice, taking a curious approach instead.

B.Advice

Others take turns to provide advice to the Client. Include own experiences and and/or what they would do in the same/similar circumstances.

C.Experience

Others take turns at expressing anything they are feeling about the case. Feelings could be physical or emotional. For example, “when I listened to the case I felt anxious”. Or, “my heart was beating faster”.

Once all Others have spoken, the Client responds with what it felt like to hear what they said, and what insight they have gained about the case and themselves.

D.Role play

Client assigns themselves and Others as characters involved in the case. The Client may play themselves, another role, or observe. Ensure there is at least one observer.

Client briefs everyone on the main characteristics of their role respectively. Don't spend too much time on this, you will be surprised how quickly people fall into character. Play out the case with everyone in their roles for a set time.

Facilitator asks the Client what they observed and what insight they gained from the role play about themselves and others in the case.

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