



LEAN
TECHNIQUES

leantechniques.com

DANINACAN.COM



DANIEL-WARD-DEV



@DANIELWARDDEV

Hearing and Being Heard

GETTING THE ENTIRE TEAM TO SPEAK

DANIEL WARD

SLIDES AT DANINACAN.COM





Predicting Performance

2008, Anita Woolley



Collective Intelligence (CI)



3 Predictive Factors

1. Social sensitivity of the team members



Social Sensitivity

Reading the mind in the eyes



Playful Comforting Irritated Bored

Social Sensitivity

Still matters for remote teams!



3 Predictive Factors

2. Distribution of conversational turn taking



3 Predictive Factors

3. Number of women on the team



Team Participation

No silver bullets!

Team member participation

Talk a little



Talk a lot

Talk a little



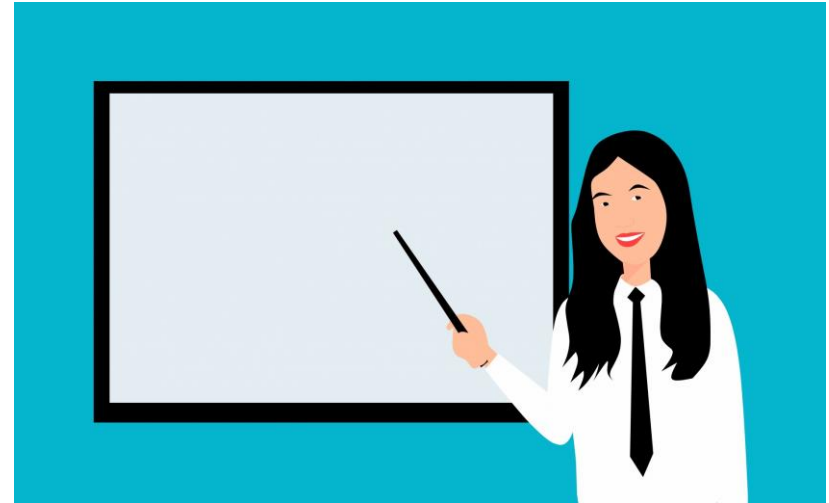
Ability



Talk a little



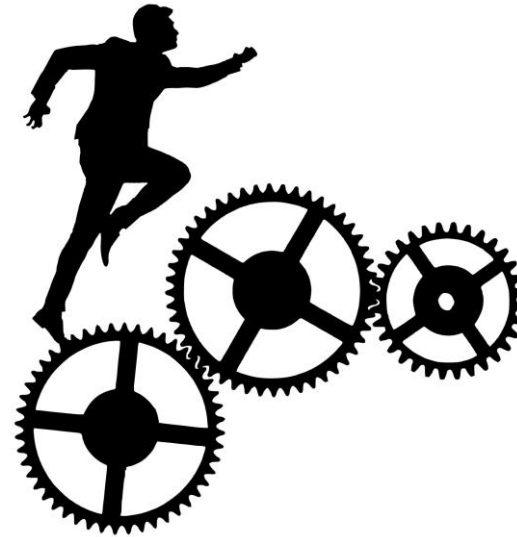
Ability



Talk a little



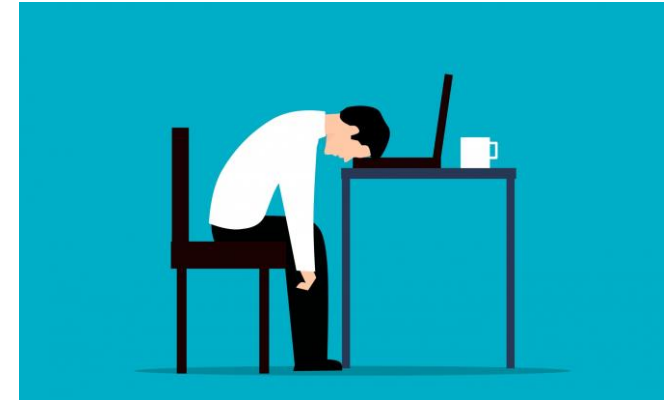
Motivational



Talk a little



Motivational



Talk a Lot



Usually more experienced team members

Informal mentorships

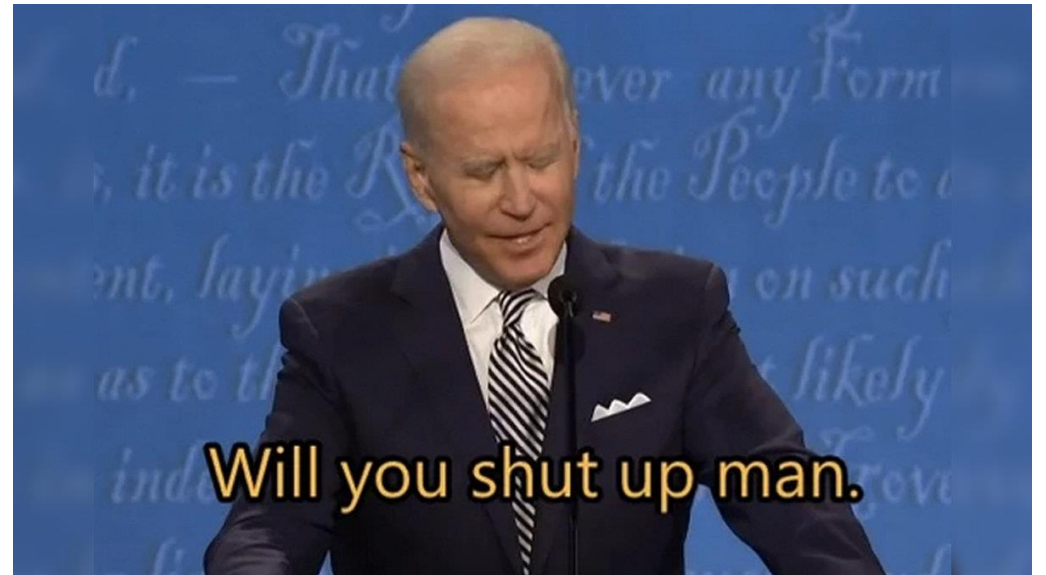


Talk a Lot



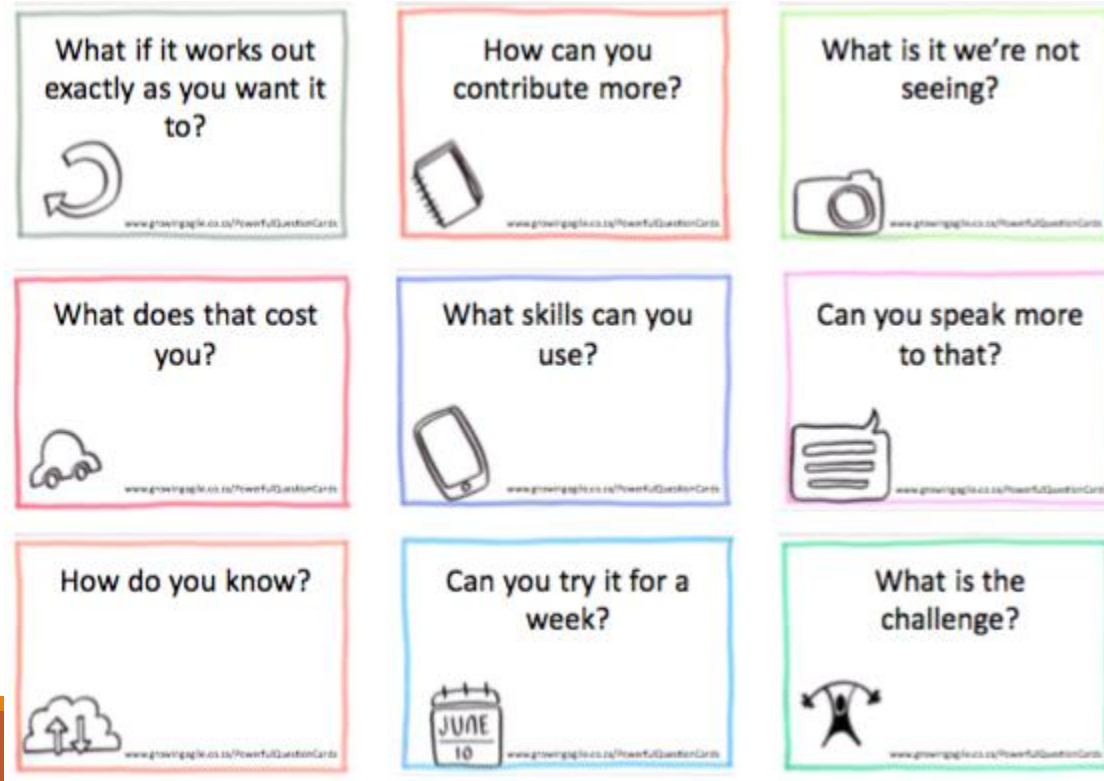
Opportunity to address silos

Be comfortable with awkward silences sometimes



Quick Suggestions

1. Evaluate your own participation
2. Use meeting formats that encourage participation
 - <https://www.growingagile.co.za/powerfulquestioncards/>
 - <https://retromat.org/en/>
 - Named/color coded cards

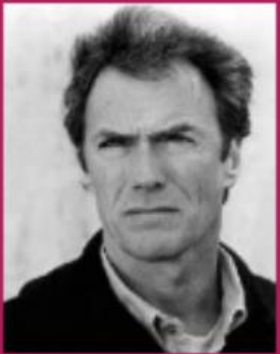


Quick Suggestions

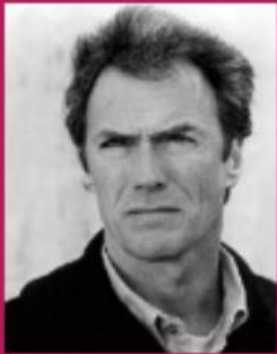
3. Icebreakers 
4. Focus on solutions, not blame

CLINT EASTWOOD EMOTIONS CHECK IN

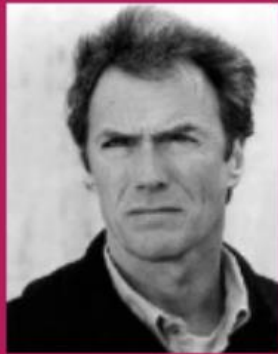
PUT A STICKY WITH YOUR NAME ON THE EMOTION YOU MOST RESONATE WITH TODAY



HAPPY



EXCITED



HOPEFUL



CURIOUS



FRUSTRATED



TIRED



ANXIOUS



SAD

Quick Suggestions

5. What happens when your team's members voice their opinions or bring up a new idea?
6. Have empathy