

Why

Reflecting on important issues is very effective for team bonding and for getting some distance from daily operations. It creates a common buzz and perspective on relevant topics. It inspires more in-depth thinking leading to structural solutions.

What

A meeting where you reflect on a topic together.

How

Put a topic on the table, e.g. safety (we have had X amount of accidents), customer focus (we received a customer satisfaction score of X this month), collaboration (are we getting the most out of each other?). Give a short presentation on the topic and the questions that arise from it. Then, divide the group into smaller groups of 8 to 10 people and ask them to reflect on and discuss the topic over 30 to 40 minutes. Stress the importance of reflecting and not diving into solutions (see skills and training). Get the key points from the different groups and leave it at that for the moment. The purpose is to reflect and not necessarily to find and implement actions immediately.

When

When people are too involved in the operational mill and are failing to make any real progress in relation to a certain topic. When you want to create more in-depth reflection as a skill to improve business, operations, collaboration and the well-being of your people.

Skills and necessary training

Formulating a list of reflective questions: how do we feel about this topic, what kinds of thoughts and feelings does the topic trigger, what elements play a role in this situation, let's take as broad a perspective as possible, how do different elements interact with each other, what can we identify as root causes or key determinants of this topic, and (near the end) what would be possible solutions/quick wins to make?

Critical success factors

Openness to discuss topics and to express yourself.

Possible workshop exercise

Try a reflective meeting during the workshop; chose a relevant topic and practice. Discuss what these meetings could bring and when to use them.