

# How to Get the Most out of Collaborative Work Sessions

with Aaron



- You should always have two facilitators: a leader and a manager.
  - The leader is the one who guides everyone through the agenda and facilitates the discussion. The manager takes notes, manages the time, takes a pulse check of the group, and intervenes accordingly. These should be assigned roles and ideally should be folks who don't have a vested interest in the outcome.
  - Which is why many folks hire external facilitators. Many will hire a leader but fail to identify a manager. The manager could be someone internal if they need to manage costs as long as they can be impartial.
  - There should be rules. The leader is in charge of setting them and keeping them. What I (Anne) always start out with when leading is my role, which is to push, to point out inconsistencies, to make sure everyone feels heard, and to facilitate respectful conflict ultimately in driving towards the objectives. I even admit that they may not like me at the end and that is okay.
- Give homework.
  - This is critical because everyone in your group things and acts differently. We love the messiness of these sessions where you are debating and ideating live, throwing ideas out. To ensure your processors or introverts get heard, you need to assign the "thinking" homework upfront.
  - Which means you need to bake into the agenda time for ALL homework to be shared. Whether this is individually or curated by a leader. You may also want to provide other thought-starter questions to allow your processors time to get their thoughts organized there as well. This will help your live thinkers put together coherent thoughts and not just throw-up everything they are thinking which can be disruptive.
- Allow for respectful debate.
  - For example, a text from Crate and Barrel that announces a s
  - A text feels a lot less "heavy" on all fronts. Because after all, it is just a text!
- Never leave the final decision up to the group.
  - Getting an unexpected text message vs. the plethora of emails asking for reviews is a trem

## Areas to address immediately are:

1. \_\_\_\_\_  
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2. \_\_\_\_\_  
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3. \_\_\_\_\_  
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## Action Plan:

Action	Timing	Progress	Complete