

Where do we want to be? Where are we? How can we get there?

(The 10/10 day)

 <p>Purpose</p>	<p>Imagine your team was “the best if could possibly be”. What would that look and feel like for you and your colleagues?</p> <p>Based on the philosophy of positive psychology this exercise can help your team to visualise what a great team and great day at work can look like. Together they can identify and discuss the elements needed to achieve a great day at work and assess how close they are to realising this.</p>
 <p>Application</p>	<p>The key to the learning is to allow people time to think about ‘what great looks like’, firstly as individuals, then as a whole team and to explore what 10/10 would be, where they are currently and finally to plan how they will get to be the team they aspire to be.</p> <p>The intention is to help the team to recognise what is working well and how those areas can be built on and identify the key area(s) that need improvement and work through what it would look like when ‘fixed’.</p> <p>It is important to remember and stress that the team are quite possibly going from ‘good’ to ‘great’ and that this is not about being able to ‘do or fix’ everything all at once. The team can discuss what really matters now and how this work contributes to the bigger picture (the vision, ambition, strategy).</p>
 <p>What happens?</p>	<p>The manager leads a development session using the resources provided below.</p> <p>Once completed, the manager should lead a discussion around the results and work with the team to devise an action plan to determine how to maintain and build on strengths and determine improvements to be made and how they will be implemented.</p>
 <p>Resources</p>	<p>Overall time required: Up to 60 minutes.</p> <ul style="list-style-type: none"> • 5 minutes for introduction and initial briefing • 25 minutes for delivering the learning • Up to 30 minutes to devise the action plan <p>Materials and resources</p> <ul style="list-style-type: none"> • Flipchart, Pens, Post its
 <p>How do I do it?</p>	<p>THE SESSION</p> <p>Set the Scene</p> <p>Use the purpose from the front page to set the scene and then suggest: “We have all experienced great days at work – so what was it about those particular days that made them so great?”</p>

Individual Activity

Ask everyone to spend 10-15 minutes thinking about what it would be like if every day was a Great Day.

Ask them to make a definitive list of what great looks like.

Ask them to consider these things:

- What would this 'perfect world' look like? What would you be seeing?
- What would people be doing at work?
- How would the team be working together?
- How would individuals be feeling?
- How would you/the team/individuals feel about coming to work?
- What would your customers be saying about your team and services?
- What would your manager be saying to you?
- What resources would be available to both you and the team?

Clearly, there are lots of questions to think about here.

Flipchart activity

Explain: The aim of this session is to produce one definitive list that the team agree on

Note: This then becomes the 10/10 team/day and the standards that will later be used to measure current state (strengths and areas for improvement) action planning and follow up reviews on progress and re-planning.

Ask the group to shout out some of the things from their list

Ensure everyone agrees with the statement before you capture these on a flipchart. Keep going until everyone has exhausted their list. Acknowledge those that overlap or are similar.

Alternative method using 'Post-It' notes: To ensure quieter members of the team do not feel intimidated you could use 'post its', with one idea per post it and then involve the team in grouping these on the flipchart and then generating the definitive list on a flipchart.

Once completed, state: Just imagine how fabulous would it be to have all of this a reality every day at work and "Just the way we do things around here". **Do not discuss the current state of the team at this point**, that will come a little later.

Use a wall in the room as an imaginary line from 1 to 10:

Ask everyone to stand up and move to the wall; then using the criteria on the flipchart as 10/10 rate on a scale of 1-10 where they think the team is currently 'out of ten' and stand in that place.

You as facilitator can guide people where this line begins and ends.

Allow people to shuffle and then once they are happy where they are:

Ask for some specifics as to why they feel they are there.

Note: There will be no 'right or wrong' rating as this is from individuals' perspectives and perceptions and a great opportunity to share these with you and each other.

It is best to start asking people who are at the highest / higher end of the line first. This will allow you to gain some positive insight into why they feel they are where they are.

Once the first couple of people have shared why they have rated highly, ask everyone else if they are still happy standing where they are or if having heard their colleagues they wish to move at all.

If someone chooses to move (hopefully to a higher rating!) it may be a good idea to choose them as the next person to feedback and explore what changed etc.

Ensure all members of the team explain their rating; this promotes openness and understanding within the team and ensures everyone has their say, and is a great opportunity to share and discuss perspectives and perceptions.

Staying in line:

Ask the team to physically move up one number (10's people will stay where they are – if you are lucky enough to have people in that spot)

Clarify that it's not about moving straight from e.g. 8/10 to 10/10 or 3/10 to 10/10 as this seems a huge gap to bridge; it's about making small steps of improvement 'towards' the 10/10 i.e. incremental steps (marginal gains as they use in sport!).

Now ask individuals: What will have changed for you to have moved a step closer to the 10?

Use the 'definitive' 10/10 list on the flipchart for reference.

Once completed, ask the group to return to their seats.

Facilitate a session using the 10/10 list and ask the team to:

1. Choose three things that are consistently happening right now
2. Up to three things that are not currently happening but need to happen as business as usual – i.e. where do we need to focus our effort as a first step

Ask the group:

1. Are we celebrating the three things that we are really good at and achieve on a regular basis?

and

2. if so, how are we doing it? If not; what do we need to do?
3. Where do we most need to focus our efforts? What are the things we feel we most need to achieve?

and

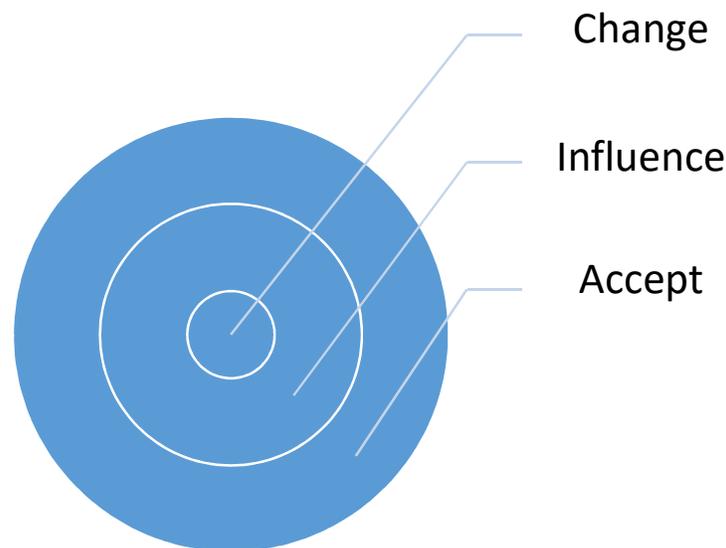
4. What actions can we take to make this a reality?
5. On a scale of 1 to 10 - How committed are you in making this happen? – 1 being not committed at all, 10 being just try and stop me.

The Circle of Influence (below) is a useful tool to share with the team and/or to use if you have an individual focussing on things / situations that they cannot change or influence.

The circle of influence (The CIA)

Whilst we know that we are striving towards the 10 out of 10 day every day, we also need to have a reality check on ourselves and the situation that we find ourselves in.

Draw on the flipchart 3 circles (see below)



In the inner circle is the 'C':

This is about **what you can change** about a situation that you find yourself in – you have the power to make a difference and you do it.

The middle circle is the 'I':

There may be some circumstances that you find that you can try and **have an influence over** but may not be able to really change it yourself – so you can suggest and propose, input ideas, influence the powers that be, but you don't always have the last say.

	<p>The outer circle is the ‘A’:</p> <p>The ‘A’ in all of this is the situations that you find yourself in that you cannot change and have no influence over at all those that you just have to accept.</p> <p>There is no point in spending endless hours thinking about what could be if you have no influence to be able to make an impact on the situation.</p> <p>Ask the group to reflect on the three things they would like to change from the earlier exercise</p> <ol style="list-style-type: none"> 1. Which category do they fit into? Is it C, I or A? 2. Think about the actions you can now plan to make this a reality? 3. If you have any A’s – what is next on the list that you can C or I? <p>To sum up this session:</p> <p>Ask the team if they can now see that they have created a ‘vision’ for the team?</p> <p>Can they see how important it is to have this clear vision and ambition for the team?</p> <p>How will we share our vision with others including new members to the team?</p> <p>How will we translate this ambition into real action?</p> <p>How will we make it work in practice?</p> <p>What do we need to be? What do we need to do?</p> <p>How will you use your colour energies? (for teams with knowledge of Insights Discovery colours)</p>
 <p>Note</p>	<p>It used to be the case that when it came to ‘vision’, people would look to the higher echelons of an organisation for the ‘steer’ (vision, strategy and ambition)</p> <p>These days managers and team members alike can play key roles in identifying a vision, linked to the strategy of the department, directorate, that can help give teams focus and bring individual members together for the common purpose. This exercise can help.</p>
 <p>When?</p>	<ul style="list-style-type: none"> • When a new manager takes over an established team • When a new team or working group come together • When a team might be losing its way and needs to re-focus • The 10/10 principle can be applied to most situations/scenarios