

A background image showing three women in a professional setting. One woman is standing and leaning over a desk, while two others are seated at the desk looking at a laptop. The entire image is overlaid with a semi-transparent pink filter.

Positively

— BEAMING —

Tools and Protocols

for problem solving and healthy meetings

www.posiitivelybeaming.com.au

A photograph of three women with long hair, looking down at a screen or document. The image is overlaid with a semi-transparent pink filter. The text 'SECTION ONE' is in large white capital letters, and 'PROTOCOLS' is in smaller white capital letters below it.

SECTION ONE

PROTOCOLS

INTRODUCTION

Protocols are agreed ways of doing things.

They are especially important when working in teams because they create certainty and trust. In high trust teams results are achieved faster. Who has time to waste?.

Protocols can be used in meetings, for professional learning and inquiry, for problem solving and for generating ideas.

Why not just have conversations or discussions?

Great question.

At first, you may find protocols awkward and constraining.. While it may feel somewhat unnatural at first - because it **IS** un-natural - participants quickly realize that without an explicit structure, conversations can drift, be taken over by the loudest voice, or become "group think" with no new ideas being generated.

As groups meet regularly and begin to know and trust each other, they may find that they can loosen up the structure somewhat, but it's important that any group experience a protocol as it was intended in order to derive optimal effects from it before modifying it in any way. Protocols work for a number of reasons, but chiefly because they protect the presenter and the participants (the diplomatic nature of the protocol) and push the conversation deep (the scientific nature of the protocol). They are also excellent strategies for professional learning as they challenge mental models, mindsets and bias.



PROTOCOL I

HOT ISSUES

This protocol is designed to make efficient use of meeting time and to focus on issues truly relevant to the wider team (as opposed to those issues raised by staff with the loudest voices). These hot issues are generally operational in nature and relate to everyday processes and procedures which impact on a number in the group.

1. Have participants complete a quick pair and share on their hot issues. Not the whole story, just the topic/issue to be discussed.
2. Write two or three hot issues (per pair) on the whiteboard.
3. Allow each person to place 5 x ticks on the whiteboard to vote for the topics they wish to focus on – Vegas Vote style which is democracy at its finest!
4. Select the issue that garnered the most votes.
5. Allow the individual who raised the issue to give a brief outline (1 minute),
6. The group can ask brief questions to clarify understanding of the issue (1 minute),
7. The remainder of the group discuss the issue in a solutions focused way (3 minutes). The proposer of the topic can not have input unless to ask a curious question.
8. Finally, allow the individual who initially raised the issue to address the group with their summary of the discussion and key takeaway (1 minute) – repeat on as many issues as time allows.

Curious questions might include:

- I am curious about how that might work when X happens?
- I am wondering if you could expand on what you mean by ...?
- I am imagining that would only apply to X or Y, is this your understanding?
- I need a little more information to understand your idea more fully?

Adapted from HPT – High Performance Schools



PROTOCOL 2

THE COUNCIL

The Forum Council is a group discussion and feedback protocol to enable all members to benefit from group brainstorming over a dilemma, issue or professional growth challenge they each wish to nominate. Time is managed so ALL members present an issue and receive assistance. Maximum group size is 5, minimum group size 3. See below for suggested timings.

Step 1:

The petitioner (person 1) gets 1 minute to explain their deep challenge to the Council.

Step 2:

The Council gets 1 minute to ask yes/no/short answer questions of the petitioner.

No short answer may exceed 15 seconds. Questions should elicit facts only.

Step 3:

The petitioner turns around or drops eye contact from the group. This feels very strange but is essential to the process. The petitioner is encouraged to take notes but not participate.

The remainder of the Council has 5 minutes* (depending group size) to discuss the petitioner's challenge. Every member of the Council needs to discuss the issue.

*If you finish then sit with the silence (studies show that the greatest ideas often come in the wave after the initial silence has passed).

Step 4:

The petitioner summarises their understanding of what the Council has had to say and thanks the Council for their advice. This is kept to 1 minute.

Return to Step #1 and repeat for remaining participants

Timings for each step are:

5 people 1/1/3/1 (6 mins per person, total 30 mins)

4 people 1/1/4/1 (7 mins per person, total 28 mins)

3 people 1/1/5/1 (8 mins per person, total 24 mins)

TEACHER REFLECTION TOOL

COMPLETE PRIOR TO CLASS/TEAM MEETINGS
AND 1:1 MEETINGS



NAME:

DATE:

CLASSROOM SUCCESSES AND CHALLENGES

		Description	Impact	Action to take
Successes	Last Week			
	Next Week			
Challenges	Last Week			
	Next Week			

Work Life and Wellbeing	
<i>On Track</i>	<i>Off Track</i>

HOT ISSUES

(FOCUS ON DAY-TO-DAY CLASSROOM AND SCHOOL OPERATIONAL ISSUES)

Describe the Issue	Describe Impact/Risk	Action/Solution

STUDENTS IN FOCUS

Name	Critical Issue (Learning or Wellbeing)	Forward Strategy

DEEP DIVE REGISTER

Describe the Issue	Key Challenge (Question)	Importance (Impact and Risks)	Possible Solutions and Risks Related

USE A TOOL LIKE 'THE COUNCIL' TO SOLVE YOUR DEEP DIVE.

ADAPTED FROM HIGH PERFORMANCE SCHOOLS

NOTES

JUICY GOODNESS GOES HERE

My Why

Positively
— BEAMING —

To be generous with my time, heart and expertise so that others grow.

I want the people I work with to feel safe to explore new possibilities and strategies in their life and work.

I want to help people bring their **best self** to work and take her home again!



MEET THE AUTHOR

JENNY COLE

I am a leadership coach, facilitator, educator and mother to Albert the spaniel. I am the founder of Positively Beaming which includes a thriving facebook community and amazing Membership platform called **The Collective**. I am endlessly curious and always keen to share what I know. My wish is for you to take you best self to work AND bring her home again. I support you to be your amazing authentic self by working with your strengths. I believe in you, I value what you know and I cheer you along to meet your goals.

I truly believe that the world is ready for a little more joy (even at work) and my focus is on ensuring you find it, nurture it and build it into your life.

"Go confidently in the direction of your dreams! Live the life you've imagined."

Henry David Thoreau

HAVE QUESTIONS?

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