

# Productive Team Meetings

Case Study of our meetings facilitation service for the Educational Competencies Consortium (ECC)

“Working as a team when located remotely is one of our challenges within the ECC, we need to all pull together so we can achieve our organisational and personal aspirations for our work”

**Chief Executive Nicholas Johnston, ECC**

# The Challenge

- A team of (mainly part time) employees working in different locations across the UK with limited face to face contact.
- A new software implementation project to manage within existing resources
- Support to create a positive team dynamic during a time of pressure

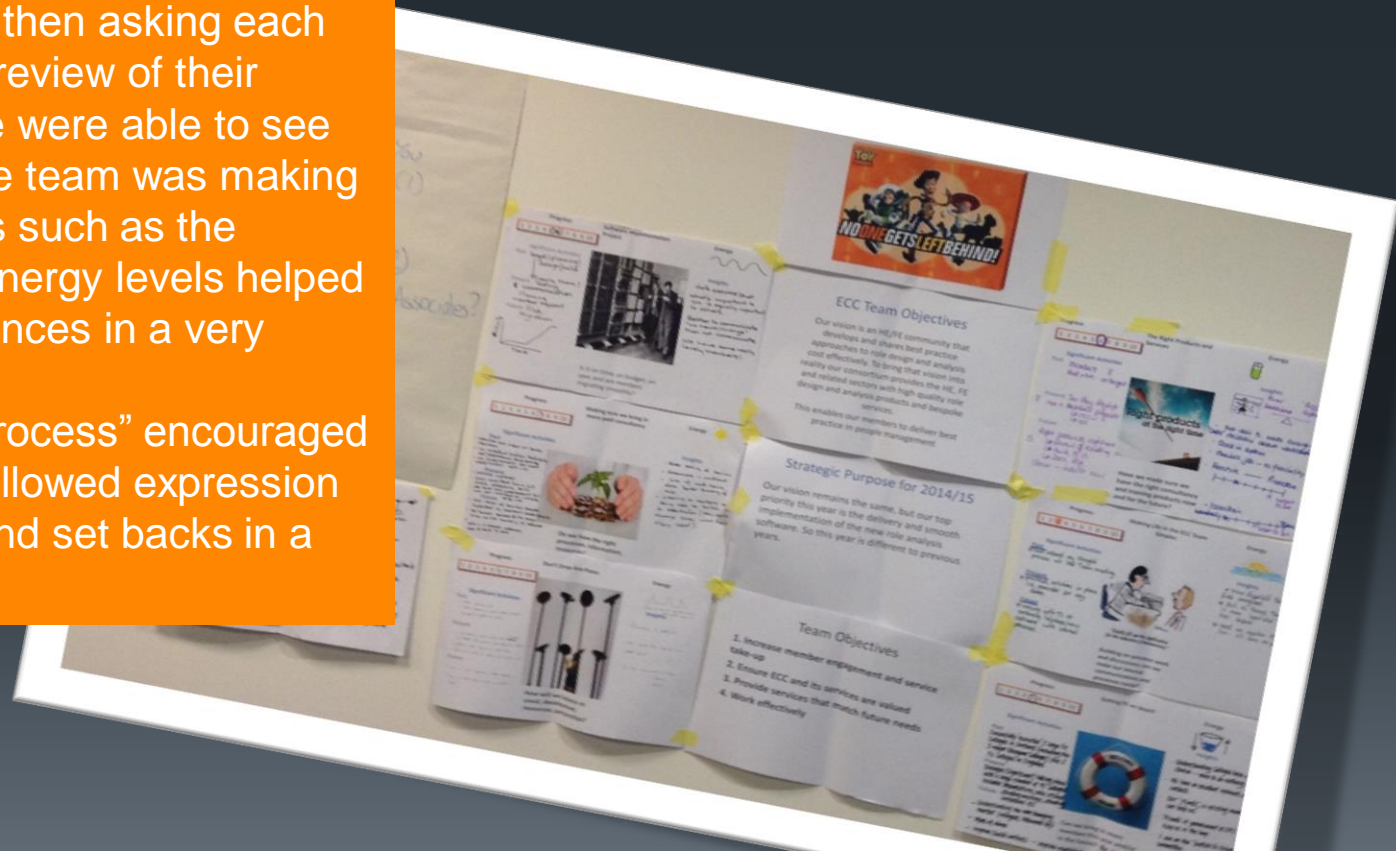
## What we did:

Facilitated two team meetings so that the team could get back on track and to share concerns. An external facilitator meant that all members of the team could freely participate in each discussion

# STEP ONE: Review Objectives

By creating a visual dashboard of the team's objectives and then asking each person to complete a review of their individual objective we were able to see the progress the whole team was making. The use of visual tools such as the progress gauge and energy levels helped to express the experiences in a very personal way.

Using a “storytelling process” encouraged deeper listening and allowed expression of some frustrations and set backs in a constructive manner.



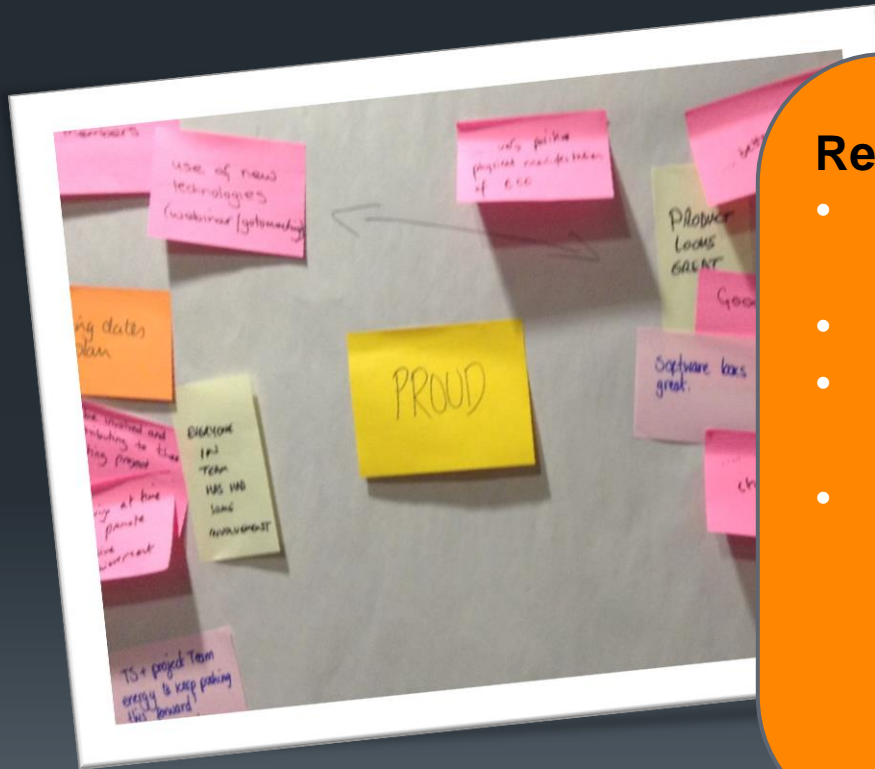
# STEP TWO: Personal Insights



## Sharing Process

- Teams often focus on the output and neglect the time needed to build relationships.
- Both meetings provided formal and informal opportunities to share personal information and do more than “just talk about work objectives”

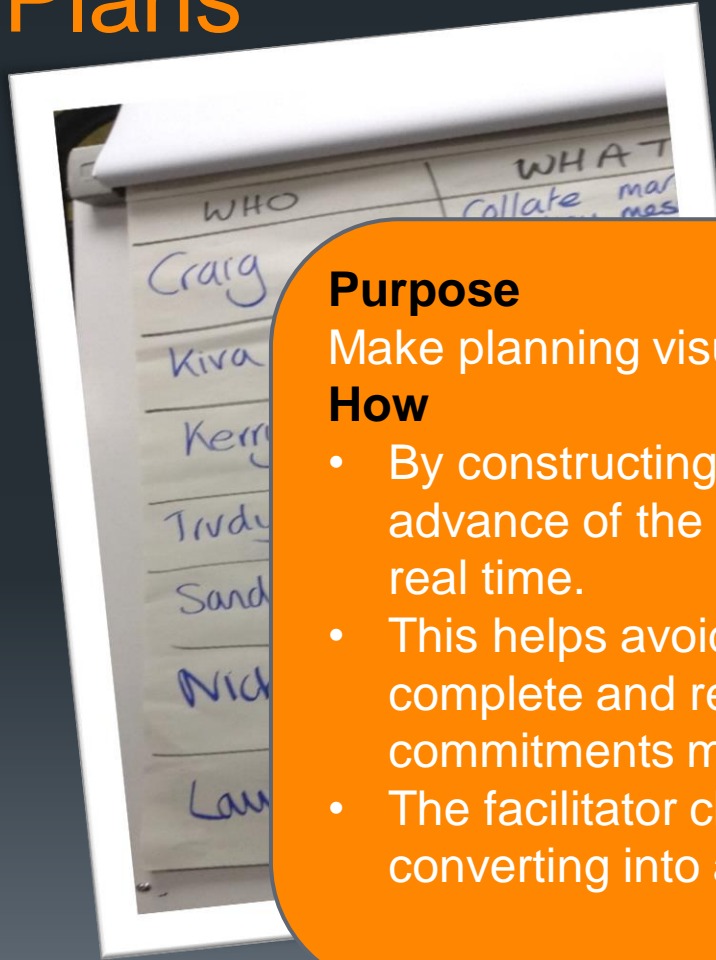
# STEP THREE: Focus on Real Work Tasks



## Real Work Tasks

- In both meetings the focus was on the Software Implementation Project
- Space was given to explore the project
- Facilitation provided a structure so that key decisions were agreed.
- A “proud and sorry” retrospective review enabled the team to give feedback to the software team in a structured and supportive manner

# STEP FOUR: Make Decisions and Plans



## Purpose

Make planning visual and note decisions

## How

- By constructing a visual action point flipchart in advance of the meeting we could add details in real time.
- This helps avoid it being a rush at the end to complete and reminds people of the commitments made
- The facilitator checks regular if decisions need converting into action points

# The Results: Focused Team



## The Results

- Over the two meetings the team noticed a shift in their relationships so that they were more ready to share concerns and give feedback and that this could be done constructively.
- A lot of progress was made on projects and decisions were made and actions confirmed so that the team felt a real momentum – no longer going in circles!

# WHAT WAS THE VALUE OF THESE MEETINGS?



Listening to each other

The release of tension last time meant this time we could move forward

Respected each other's views

We had fun together and made real progress

Proven we can work together constructively!

Made progress and got stuff done- and action plan!

Talked about being a team - inclusive



Christine was excellent, can we have her for every team meeting?



## Comments

*“ Christine quickly understood what we needed and put together a flexible and engaging programme that absolutely delivered what we were after. She is a pleasure to work with, with excellent good humour and an ability to keep people focused and motivated. Probably the best facilitator I have worked with ”*

**Nicholas Johnston, Chief Executive, ECC**

This was the best team meeting we've ever had!



If you would like external facilitation to get your team meetings on track then do call or email us

Ring: 08456 210008 (this will take you to a voice mail box if we are all out at an event so please just leave a message and we will respond in 24 hours)

Email: [christinebell@centreforfacilitation.co.uk](mailto:christinebell@centreforfacilitation.co.uk)