



"How fit are we for flow?"

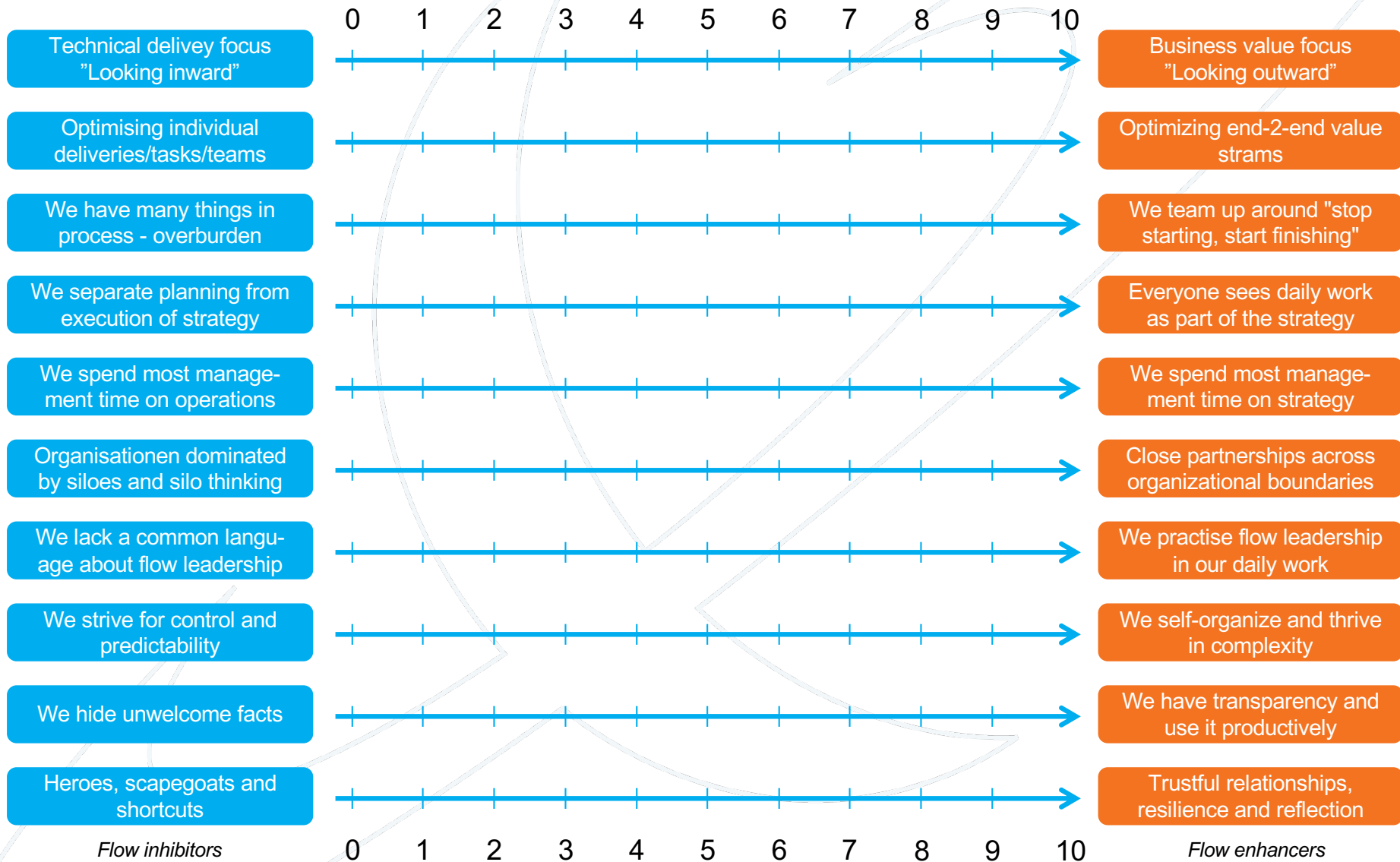


A Tool for Conversations about Flow-efficiency

(See suggestions for use on last page)

"How fit are we for flow?"

A Tool for Conversations about Flow-Efficiency



Suggestions for Use

Involvement and co-creation are the keys to shared language and successful action

1. Preparation

Gather people virtually or physically and ensure everyone has a copy of the dialogue tool on the previous page that they can take notes on.

2. Agenda

Formulate an appreciative, trust-building intention. For example: "I hope you will join me in exploring together where we stand in terms of flow efficiency in our organisation and what we can possibly do better. We are already doing our best, and we can go far when we help each other and listen to one another."

3. Round 1: "Now" Situation

Ask participants to mark their individual perceptions of the current situation on the chart. Ask e.g.: "According to your personal perception, where are we right now along each axis in the form?"

Participants can sit in pairs to initiate dialogue, ensuring everyone feels heard and seen right away. However, make sure they express their views individually: at this point, we want to surface all perspectives.

4. Reflection in plenum

Invite participants to share their observations and reflections in the plenum based on their responses.

For example: "What have you become particularly aware of? There are no right or wrong answers: let's listen to each other's perspectives." *Possibly have a larger, shared copy of the chart where participants can mark what they individually concluded, e.g., by placing an "x" along each axis. Encourage dialogue and reflection on the overall picture that emerges: where do the answers cluster? Where is there the most diversity? Make space for listening to each person's thinking.*

5. Round 2: The Attractive Vision of the Future

This is conducted like round 1 but now focusing on where it would be

good to be. Ask participants to mark this with a different color or symbol in the same chart they used in round 1.

For example: "Where would be a good and realistic place to be along each axis at a given time? We can't aim for everything simultaneously, so it's okay to prioritise some dimensions over others."

Ask participants to be realistic within a not too distant time horizon, e.g., 6-12 months. It's too easy to just put "10" along all axes. Again, remember to follow up with dialogue and reflection in the plenum.

6. Possible Identification of Trial Actions

Conversations have already initiated valuable new ideas and yielded relational results when you reach this stage. You don't necessarily need to decide in advance whether to proceed with identifying trial actions.

Ask, for example: "Thank you for all the valuable input and your willingness to listen to each other. Do we need to move forward and select and prioritize a trial action, or are we content with the thoughts our dialogue has triggered?"

If participants want to proceed, you can use group techniques like dot voting and hand raising ("fist-of-five" and/or "thumbs-up/down/horizontal") to expedite the process.

7. Wrap Up

Remind participants of the intention behind the conversation. Invite quick feedback on the value of the conversation.

For example: "On a scale from 1-5, with 5 being the best, how meaningful was it for you to be here today?"

Use techniques like "fist-of-five," but ensure everyone decides individually before sharing. Optionally, invite those who wish to, to supplement with a brief concluding comment: it can be particularly powerful to ask and listen appreciatively to those who may have given a high rating (4-5) and those who may have given a low rating (1-2).

[Learn more at Klogpaaflo.dk](https://klogpaaflo.dk)