Give and Take

A tool for Measuring Inter-Team Communication & Effectiveness

Checking the effectiveness of your internal teams –Give and Take

The Give and Take tool is a simple diagnostic which allows teams and departments to measure the extent to which they really understand and deliver what their internal customers and colleagues require from them.

Using readily available materials a short workshop can highlight where teams need to work more closely with their colleagues to increase their effectiveness.

Objective:

By the end of the workshop participants will have:

- Considered what they deliver to their internal customers
- Identified what they require from other teams and departments
- Measured how closely what they deliver matches what is required
- Recorded an 'empathy' score
- Agreed actions to ensure departments deliver and receive what is needed for maximum effectiveness

Materials:

- Pinboard or similar highly visual recording surface
- Cards and pens

Process:

Participants work in departmental teams.

Step One:

Using coloured cards, teams identify the top three products, services or advice which they think they should deliver to the other departments. They must consider each department in turn, as what they provide may vary.

Step Two:

In a second colour, they identify what they need or expect from the other departments they work with.

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Step Three:

Using a pre-prepared grid teams post the cards, face down, until all squares have been filled.

Step Four:

The facilitator then reveals the cards for each square and a plenary discussion reveals the extent to which the contents match.

Step Five:

Where the offer matches the requirement score one point. The maximum 'empathy score' is three. What is being delivered exactly matches what is needed and the two departments are likely to be working effectively together. A non-match scores zero. Half points are allowed!

Step Six

Total the empathy socres for all departments. The higher the score the better the departments should be working together.

Step Seven

Use a tool to analyse why the empathy score might be low and plan solutions.

Step Eight

Review, discuss and agree improvements and action steps

Step Nine

Record next steps on the Action Grid

CELEBRATE!!!

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Give Take	Sales	Finance	Production	Research
Sales		*Give*	*Give*	*Give*
		Take (Receive)	*Take (Receive)*	*Take (Receive)*
Finance	*Give*		*Give*	*Give*
	Take (Receive)		*Take (Receive)*	*Take (Receive)*
Production	*Give*	*Give*		
	Take (Receive)	*Take (Receive)*		*Take (Receive)*
Research	*Give*	*Give*	*Give*	
	Take (Receive)	*Take (Receive)*	*Take (Receive)*	
Empathy Score	x/9	x/9	x/9	x/9

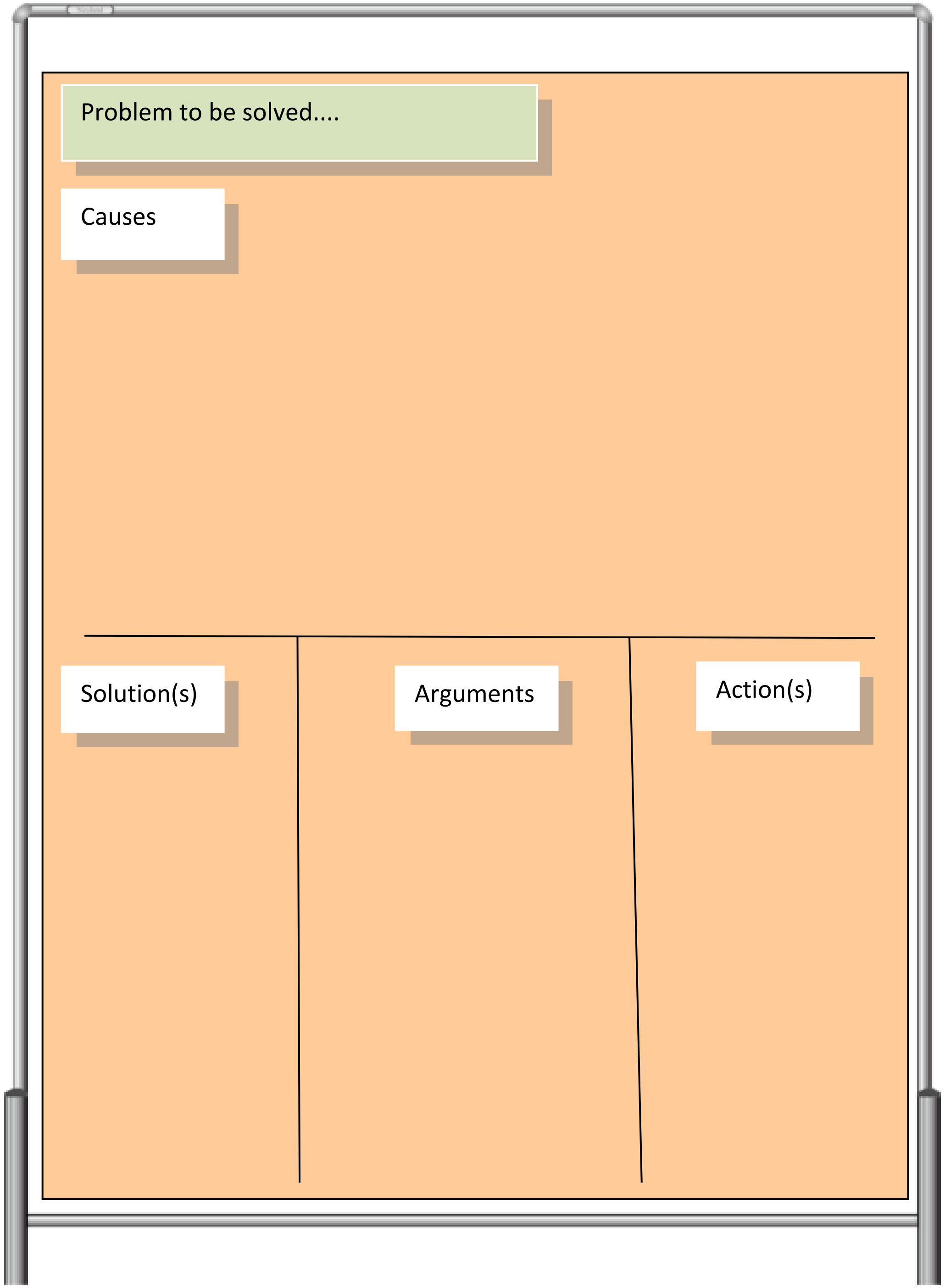
The Classic Problem Solving Board

Using a Pinboard (⍰) create a template.

1. Sub groups define the problem.
2. A mini card call identifies the chief causes.
3. Solutions allow a first draft of possible answers.
4. Arguments encourage challenge and identify possible barriers
5. Actions record what needs to be done

Encourage a gallery review of results, look for good practice from other groups and plan strategies to implement and sustain changes needed.

One more grid to complete...........



Action Grid	Sales	Finance	Production	Research
Sales		*We will.........*	*We will.........*	*We will.........*
Finance	*We will.........*		*We will.........*	*We will.........*
Production	*We will.........*	*We will.........*		*We will.........*
Research	*We will.........*	*We will.........*	*We will.........*	

Thank you for selecting my workshop!

There’s a lot to choose from so I’m pleased you decided to spend some time with me.

If you’d like to know more about this and other techniques, especially Pinpoint, then please contact me or one of my colleagues at Personal Image.

Mikhail – please insert some contact info – and is it possible to have some ImPer cards in time for the conference so I can fly the flag??