

RESPONSIVE MINDSETS



Develop your ability to quickly sense
and adapt to change

RESPONSIVE MINDSETS

Mindsets to adopt to help yourself and your team make decisions, collaborate, and move through change with agility

ENABLING MINDSETS

100% certainty is a fantasy

Honesty and conflict are healthy

It's ok to disagree ... and commit

Discomfort is a part of learning

I trust my colleagues' judgement

The people closest to the problem know best

When we work transparently, we don't all need to be involved in everything

USE THIS TO

Get better at
working through
change

Transition from having
a goal of perfection to
having a goal of
learning

Increase trust
within teams

WORK IN PUBLIC



Accelerate feedback and learning and
avoid wasting time and effort

WORK IN PUBLIC

Sharing work in progress with users and teammates as you go to increase transparency, collaboration and learning

STRATEGIES FOR WORKING IN PUBLIC:

Focus on
content first

Simple document formats, without design, make it easier for others to engage

Share a
“live link”

Live, web-based documents ensure a single source of truth; email attachments become outdated quickly

Avoid the
“Grand
Reveal”

Waiting for the work to be perfect before sharing makes it harder to change course

USE THIS TO

Gather feedback on an early draft / prototype of your work

Test your assumptions about what users need and what they really value

Tell your team that you are working on something, and are open to collaboration

MEET WITH PURPOSE



Make the most of every minute
in every meeting

MEET WITH PURPOSE

A set of predefined meeting types that steer your team toward desired outcomes and minimize off-topic and unproductive discussion

MEETING	PURPOSE
Action	Adjust plans and clarify next actions and owners
Decide	Share proposals, consider perspectives, make explicit commitments
Collaboration	Make something! Do the work, don't just talk about it
Demo	Share work in progress and gather feedback and insights
Team Retrospective	Reflect and discuss what's working and where you're getting stuck

USE THIS TO

Challenge yourself and your team to give every meeting a purpose

Audit your calendar and eliminate unnecessary meetings

Avoid reinventing your process in the moment, and focus on the outcome

ACTION MEETING



Get all your planning done in
15 minutes per week

ACTION MEETING

A weekly meeting for teams to
adjust plans and clarify next actions

HOW IT WORKS:

Review Work in Progress

For each task, ask:

- Done? – Move task to Done
- Blocked? – Move task to Inbox
- In Progress? – Leave task where it is

Build an Agenda

Share 1-2 word “placeholders”
for additional items to address

Process Agenda

For each agenda item, ask, “What do you need?” –
turn each item into a specific task, and identify an owner

Capture all tasks in an open and shared tool, e.g. MS Planner or Trello

USE THIS TO

Focus on
next actions

Make it easy to
adjust plans as
you go

Improve accountability
and transparency

TEAM RETROSPECTIVE



Gather information on how your team is doing, and get better on purpose

TEAM RETROSPECTIVE

A predictable process to reflect on and discuss what is and isn't working, to improve teamwork and effectiveness

RUNNING A TEAM RETROSPECTIVE

- | | | |
|----|--------------------------------------|---|
| 01 | Ask: "What's Working?" | Write silently (2 minutes). Focus on successful actions and choices, not people who did well. |
| 02 | Ask: "Where are you getting stuck?" | Write silently (2 minutes). Focus on individual experiences: "I got stuck when..." |
| 03 | Share | Notice and discuss common themes. |
| 04 | Ask: "What might we do differently?" | Write silently (3 minutes). Share, prioritize, and commit to next actions. |

USE THIS TO

Build a habit of team learning and reflection

Catch issues before they become a problem

Discuss the gap between how you'd like to be working as a team and the current reality