

## TLCs – Team Learning Conversations [BFREE (Be Free!) – engage them in ANY order]

Conversation	Some Examples (these are just guidance - do your own versions)
<p><b>Talking through BREAKDOWNS as opportunities for learning</b>                      {breakdown = mistake, error, or unexpected outcome of any kind}</p>	<ul style="list-style-type: none"> <li>• "This didn't go as planned, I'd like to talk it through with you."</li> <li>• "Hmmm. Not going as expected. This looks like a learning opportunity for us."</li> <li>• "Seems like a mistake. Let's look at it together to see what we can learn."</li> <li>• "Was this avoidable? Unavoidable? What do you think we can do differently?"</li> </ul>
<p><b>Seeking FEEDBACK (including from external stakeholder) as a way to learn and improve</b></p>	<ul style="list-style-type: none"> <li>• "What does [X] think about our results / process ? What can we take from that?"</li> <li>• "Would you please give me some feedback that will help me improve?"</li> <li>• "How can we best use this feedback to lift our game?"</li> <li>• "Who do we need to seek feedback from to learn more about this?"</li> </ul>
<p><b>REFLECTING together on our results <i>and</i> on our methods</b></p>	<ul style="list-style-type: none"> <li>• "How have we been thinking about this? How is it working for us?"</li> <li>• "What do we think about the process we're using?"</li> <li>• "What does this result/outcome tell us?" "Is this approach the best one for us?"</li> <li>• "Were we effective? Let's think it through together and see what we've learned."</li> </ul>
<p><b>EXPLORING each others' perspectives, drawing shared conclusions</b></p>	<ul style="list-style-type: none"> <li>• "I'd like to know more about how you see it / can you say more?"</li> <li>• "What do you think matters most here?" or "What do you care about?"</li> <li>• "I can see it the way you do. Does this mean...?"</li> <li>• "What conclusion can we draw from this way of looking at the situation?"</li> </ul>
<p><b>Conducting EXPERIMENTS together discover what works and what doesn't</b></p>	<ul style="list-style-type: none"> <li>• "Let's try it this way for a few minutes (days /weeks /months) and then reassess."</li> <li>• "Can we design an experiment to test this?"</li> <li>• "Let's treat this as an experiment and see what we learn"</li> <li>• "We could trial this method for while, then see if we want to adopt or change it."</li> </ul>

# Script for offering assessments

[Please print and have ready the debriefing and reflection after your in-game session]

During the reflection period, we will practice offering and receiving positive assessments or appreciation to our team mates.

When you offer a positive assessment or appreciation, please focus on your teammates efforts to use one of the five team learning conversations during the in-game session that we just completed.

To make the process easier, we will structure it by using the following script.

*Offeror:* [Name of Receiver], I have some feedback for you

*Receiver:* I would like to hear it please

*Offeror:* During our session, I noticed that you used the team learning conversation about [Name of Team Learning Conversation] and it was effective because [What you observed].

*Receiver:* I can see why you might say that. Thank you for your feedback.

I will consider what you said and I am open to further conversations with you about it.

*Offeror:* Thank you

