

Consider a peak or a valley for your team – an incident or an outcome that was significantly positive or significantly negative. Through our behaviors at peaks and valleys, we find shared values.

Ground Rules

- The incident/outcome must involve the whole enterprise (i.e. everyone would know about it).
- Radical Candor is crucial. Tell the direct truth with personal care for the individuals involved.

Considerations

- What were you trying to accomplish? Why?
 - Why did the big good/bad thing happen?
 - What key decisions were made? In other words, where did the breakdown –or– positive outcomes start? What was the timeline?
 - What trends do you see in the behaviors?
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WHAT HAPPENED?

WHY DID IT HAPPEN?

WHAT TRENDS DO YOU SEE?