



# THRIVING WORKPLACE

## Tips for a successful session

### Before the session

- Make sure each person has a copy of your unit's report. Ask them to come prepared to answer at least this question: "What stands out to you as the most critical thing for our team to pay attention to?"
- Create the right environment by taking notice of the room setup. Ideally, arrange tables in a circle or at least in a way that allows everyone to see and hear each other.

### Opening the session

- Set the tone by talking about why creating a thriving workplace is important to you.
- Communicate your commitment to this process, and your openness to their ideas and to trying something new.
- Clarify the parameters of the conversation: the goal is creating an action step, what is or is not on the table to talk about as part of this conversation.
- Articulate your expectations for participation, in the session and afterward.

### During the session

- Pay attention to time.
- Consider creating a "parking lot" on which to write ideas or issues that seem important, though don't fit within the parameters you've set for the session. You can revisit the "parking lot" list at a later time.
- Remember that you're facilitating a conversation, not leading a meeting. You're creating a space for people to share and think, not telling people what to think.

### Closing

- Thank everyone for the hard work and effort they put into the session.
- Acknowledge that this is the beginning of an ongoing process and that there is more work to do.
- Ensure specific next steps.
- Express an openness to further feedback as people reflect on their experience in the session. If you have a desired way to hear the feedback (email, meeting, etc.), mention that.
- Express confidence in the future.
- Schedule time to check-in on progress within a month.