

THE LOUDEST IDEA

#UPLIFT OTHERS

PainPoints: The loudest idea!

Oct 28, 2019

“And again, in today’s meeting the loudest ideas won again, not the best!”. “Many of us were not heard, and if they did, others show their disapproval non-verbally. They looked at each other, short sharp exhaling sounds, like a thunderstruck from a distance, that indicates ‘storm ahead’ — if I dare to continue — it was clear — ‘nope — not this idea!’”

“I felt like being slapped on my hand, when I gave my best idea, I was thinking and preparing for a whole week, plus weekend.”. “Next time, I stay silent. Too risky to speak up.”

Leadership means to UPLIFT OTHERS.

That means as well, how to facilitate the meeting that the best ideas evolve?

One question: *“How do you manage and make sure that everyone is participating in a meeting and no idea and comment is excluded — not even non-verbally, that no-one holds back their ideas, feeling safe to share?”*

Principle: When talking about leadership, one of the most important principles is **“inclusion”**.

Once, somebody brings an idea, and two people are rolling their eyes — this would “exclude” this idea and this person immediately. Others will see this and hold their breath and hold their ideas too. **Effect:** Loudest ideas win most of the time. Not the best. In the principle of inclusion, everyone and every idea is equivalent. **Effect: The best idea wins!**

Method: 9 Chambers: Imagine a condominium with 9 levels. We call them 9 chambers. Each level, each chamber complies to only one discipline. The 9 Chambers: 1 Facilitation/Moderation, 2 Problem, 3 Clarity (Goal, Facts, etc.) 4 Option & Ideas, 5 Evaluation & Discussion, 6 Decision, 7 Implementation/Execution, 8 Controlling & Learning, 9 Appreciation.

The ONE MANDATORY RULE is: ALL IN THE SAME CHAMBER! And all comply to that. Evidence shows that this creates ultimately the best outcomes, in any circumstances.

A far stronger approach than the Deming Cycle.

To reach this moment, that all ideas count, we need a person, who facilitates the meeting, in this way — you create a sort of ‘contract’ HOW the meeting is being approached.

- *“Thank you for coming. The subject of today’s meeting is e.g. ‘Quality’.”*

- *“Before we begin, here is the structure of the meeting:”*

- *“We start with analyzing the -PROBLEM — than CLARIFY the goal and then create -OPTIONS & IDEAS-.”*

-OPTION A “Important: We will NOT DISCUSS more make any DECISIONS today. We will do this next time. Is this ok for you?”

-OPTION B” And after the collection of all ideas and options we will DISCUSS & EVALUATE all these options, but not before. Is this ok for you?”

If you have even written it down on a flipchart, you, as a participant, can always refer to the flipchart and ask: “Where are we now? Still collecting options or already discussing it?”

You, as a facilitator, pay a lot of attention if all stay in the same chamber. Once you find out that one idea is being immediately answered by a comment, you may step in and appreciate first the idea and then second the opinion, like this:

“Thank you for the idea. And thank you as well for your evaluation. But please have a look at the flipchart.” Point with your hand on the flipchart and keep your eyes there. “We are still in the OPTION & IDEAS PHASE and will EVALUATE & DISCUSS it later. Then look to the audience and ask, “Still ok for you?”

In this — very elegant and non-invasive way, you make sure that all participants state their ideas within the group and no potential and good thought is left out.

Yours gratefully
Gerald



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