

MAKING THE MOST OF (AND MAGNIFYING) THE WISDOM OF THE TEAM USING CLEAN LANGUAGE

**AGILE NYC
MAY 15, 2018**

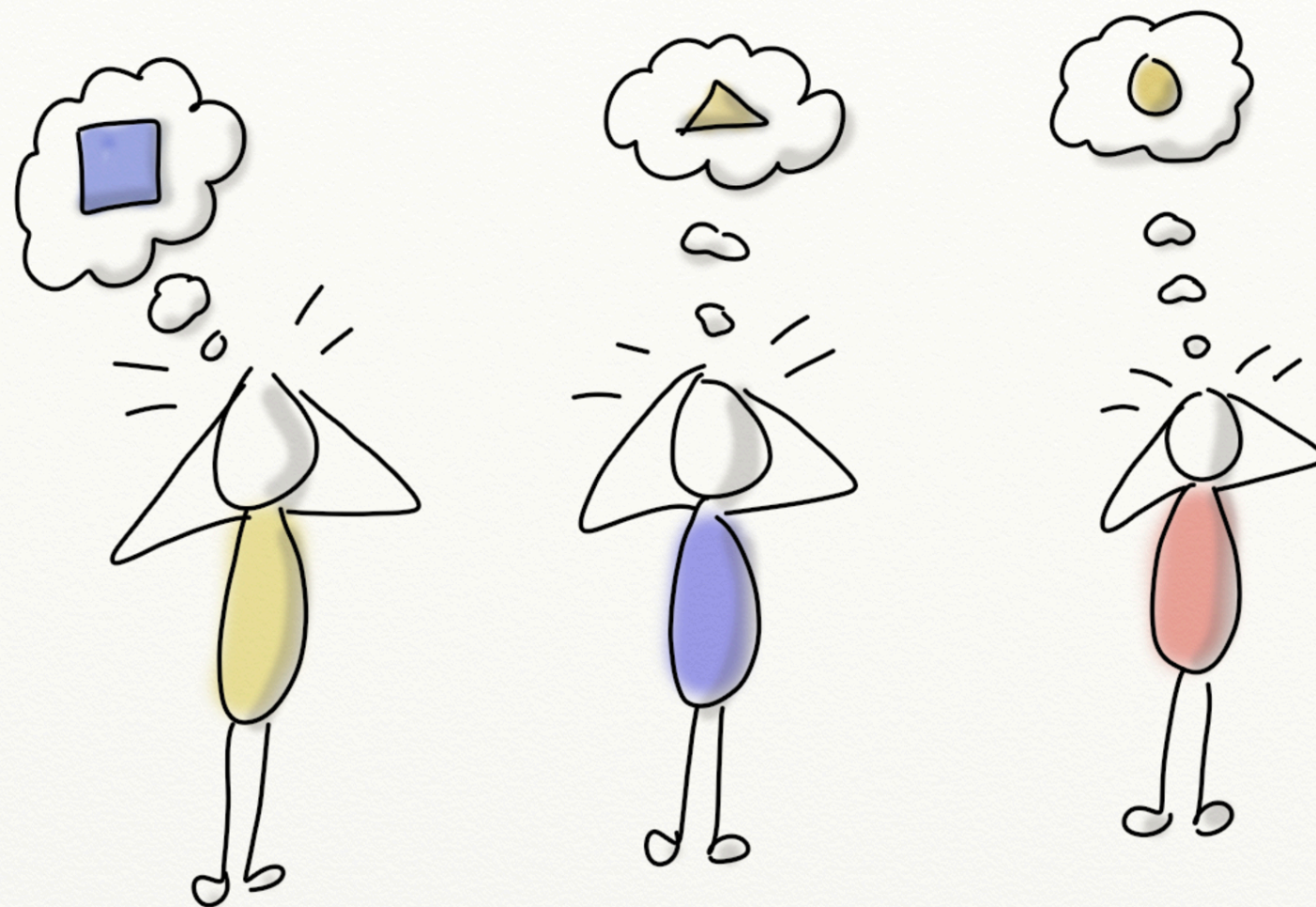


A high-angle, top-down photograph showing the feet of several people standing on a patch of bright red, sandy soil. The feet are of various skin tones and are positioned around the perimeter of the frame, creating a circular arrangement. In the center of the circle, a small, delicate purple flower with green leaves is growing out of the soil. The lighting is bright, casting soft shadows. The overall composition suggests a sense of community, connection, and grounding in nature.

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EXERCISE

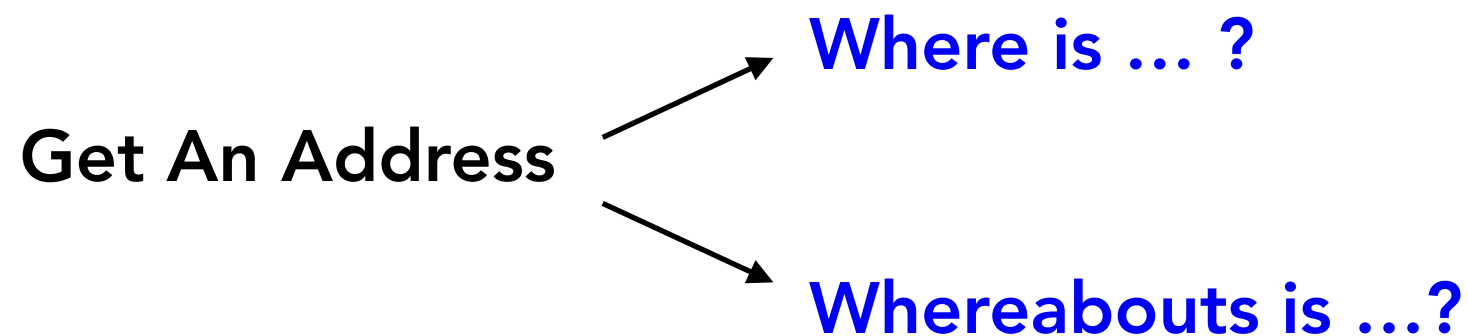
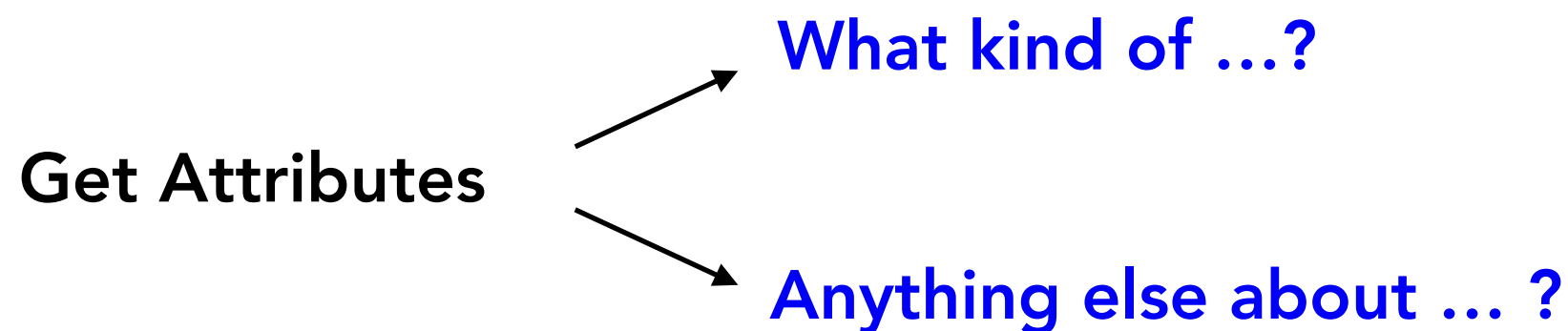


REFLECT

What am I doing?

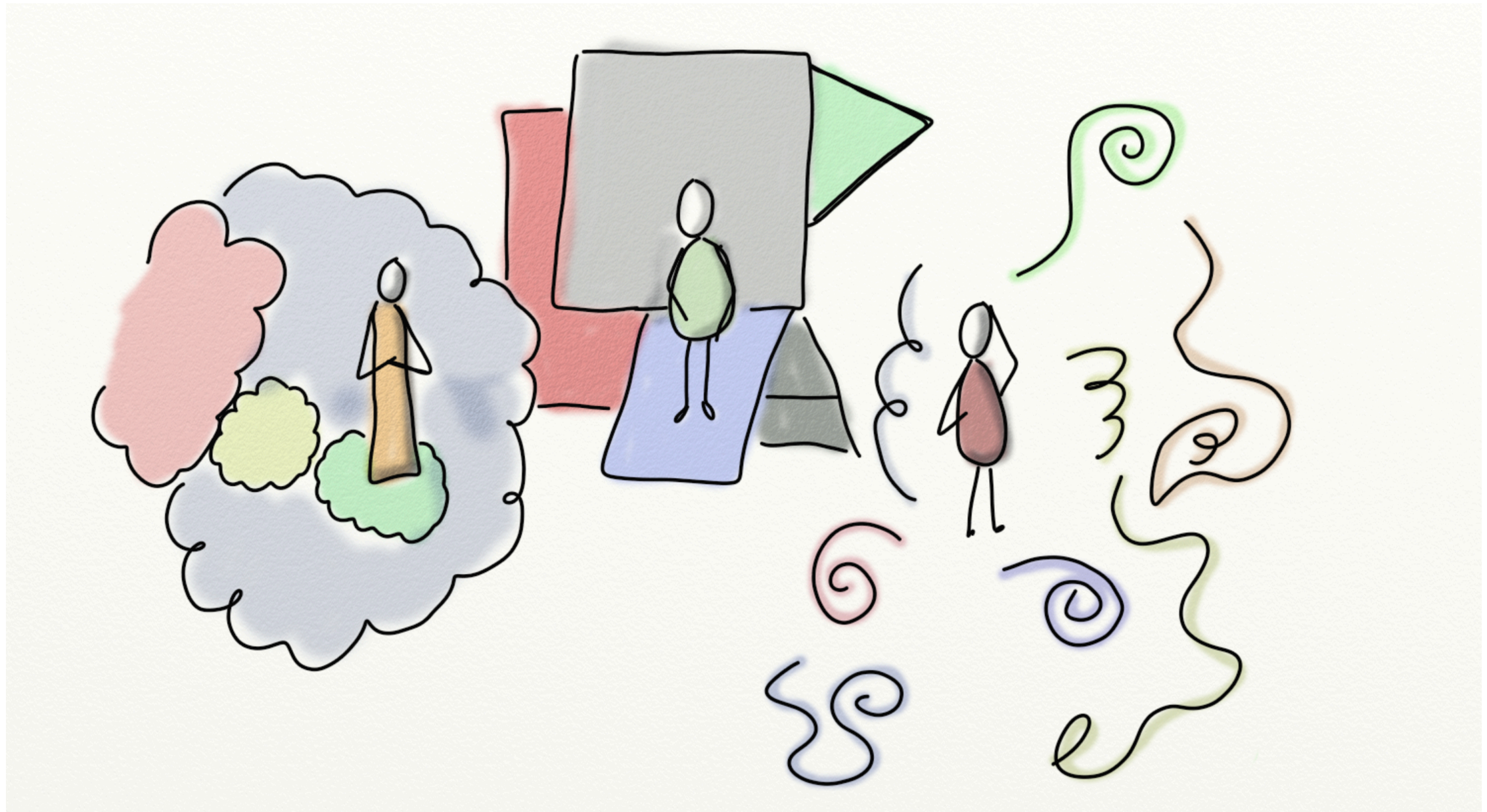


THE CLEAN DEVELOPING QUESTIONS

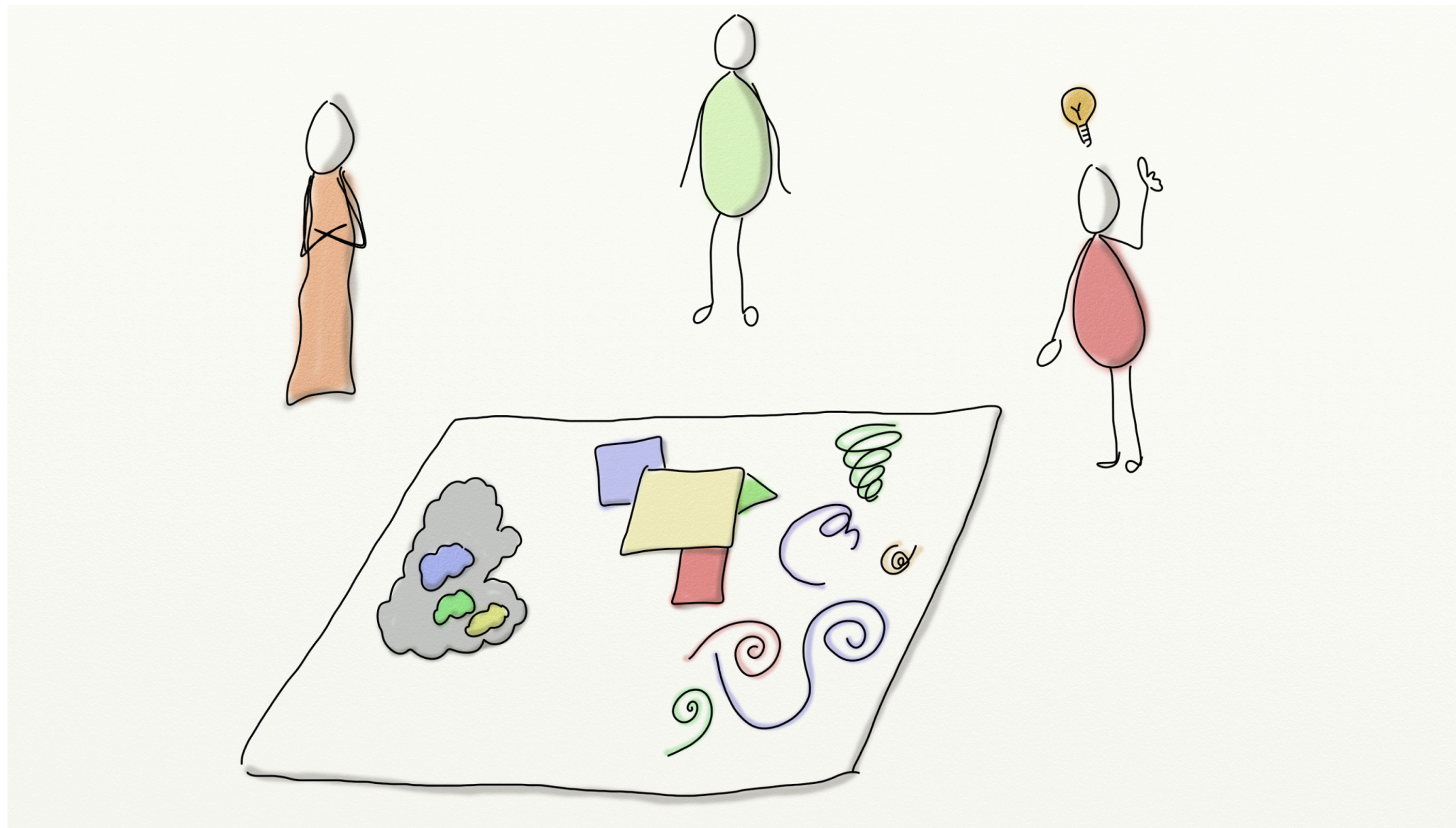


Helpful Hint: Use 'And' before the question... staying curious in your tone and in the delivery of your question.

OUR OWN UNIQUE MODELS



WHAT HAPPENS WHEN WE CAN SEE EACH OTHER'S MODELS BETTER?



IN TRIADS OR PAIRS

When during the course of your work might eliciting more information or helping someone create a model be useful?



WHAT ELSE CAN WE MODEL?

Coding

Coaching

Learning

Collaborating

Studying

Piloting



Time

Decisions

Products

Ideal Team

Current Organization

Desired Organization

INTENTION

What would you like to have happen?

hint: you could leave it open or qualify it with

- now,
- in this meeting,
- in the next ten minutes
- in the next sprint,
- in the next quarter



STEPS TO LEARNING HOW TO BE CLEAN

- Remember the words your partner is using. Quiet your urge to respond from your perspective (hard!) Accept and extend ***their thinking*** with questions. You'll also get to enhance **your model** of their model. (right, they are not the same!)
- Step 1: Listen, paying exquisite attention, remembering their words.
- Step 2: Repeat a bit of what you remembered, in a pause. Wait for them to keep talking.
- Step 3: Add to Step 2 by asking a clean question of a word or phrase they used.

WHEN YOU ARE LEARNING AT YOUR BEST



CLEAN QUESTIONS

Location Questions

Where is ... ?

Whereabouts is ...?

Moving Time Forward

Then what happens?

What happens next ?

Attribute Questions

What kind of ...?

Anything else about ... ?



Use these a lot!!!!

Moving Time Backwards

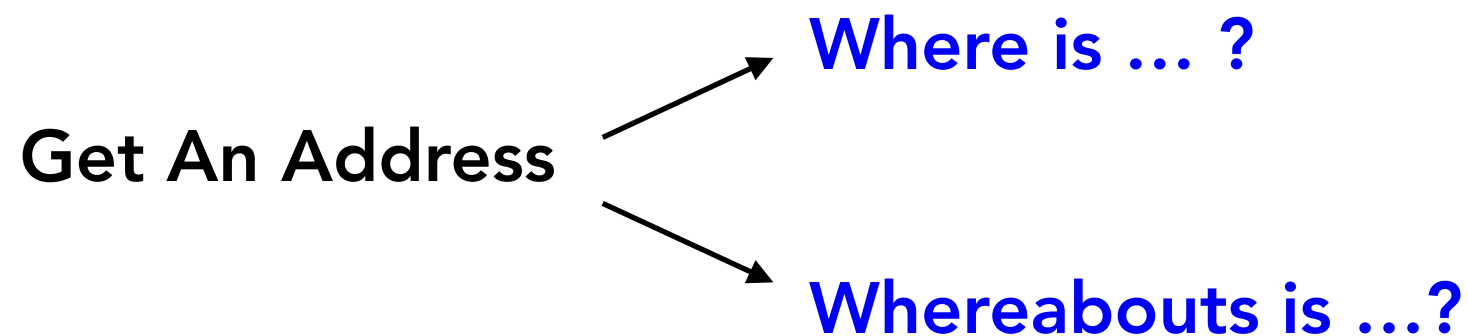
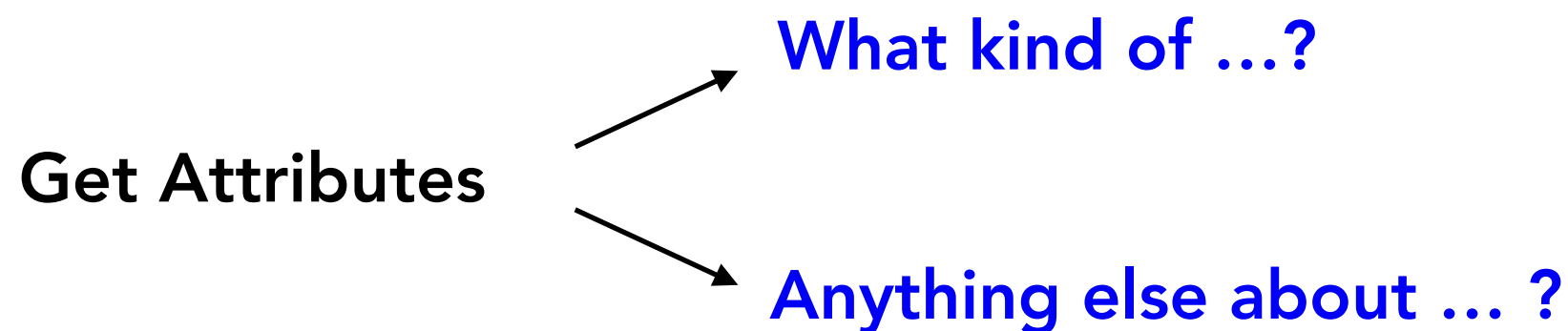
What happens just before ...?

Where could ... come from ?

Metaphor

And that's ... like what?

THE CLEAN DEVELOPING QUESTIONS



Helpful Hint: Use 'And' before the question... staying curious in your tone and in the delivery of your question.

DEPENDING ON TIME

- JUMP TO MORE THEORY
- JUMP TO CLEAN FEEDBACK
- JUMP TO THE HISTORY OF CLEAN
- JUMP TO ADDITIONAL RESOURCES

FOR WHOSE PURPOSE

- To gather information for **the person asking** or some other person or entity not present)
- To help extend the thinking of **the person *being* asked**
- **Both people:** tacit knowledge transfer - collaboration

WHY IS CLEAN LANGUAGE BIAS FREE?

- Contains **no content** from the coach/listener/questioner
- Has a specific structure
 - What kind of ...? or Anything else ... ?
- Uses the **exact word or words** of the person you are facilitating to fill in the '...' in each question. Allows for zooming out and in.
- Keeps the **focus person in 'their' current thinking space, not on questioner.**
- Reveals more about what they observed, experienced and perhaps also what some of the values and beliefs are behind their words.
- Is *bias free, but not influence free* - because we are **training the other person's attention** to a different place

CLEAN FEEDBACK EXERCISE

CLEAN FEEDBACK

Separate feedback into 3 parts.

Observations: what could have been seen or captured in a video, heard or seen by others relating to feedback recipient. Very concrete evidence.

Inference: the meaning you took – often what you 'made up' about what you observed

Impact: Effect on you, primarily, try to stay away from generalizing impact on others

Repeat as needed for something that went well, something that didn't, and something that could be improved.

Note: For WOULD BE BETTER, this section is specifically in reference to feedback under NOT SO WELL

CLEAN FEEDBACK

WENT WELL

NOT SO WELL

WOULD BE BETTER

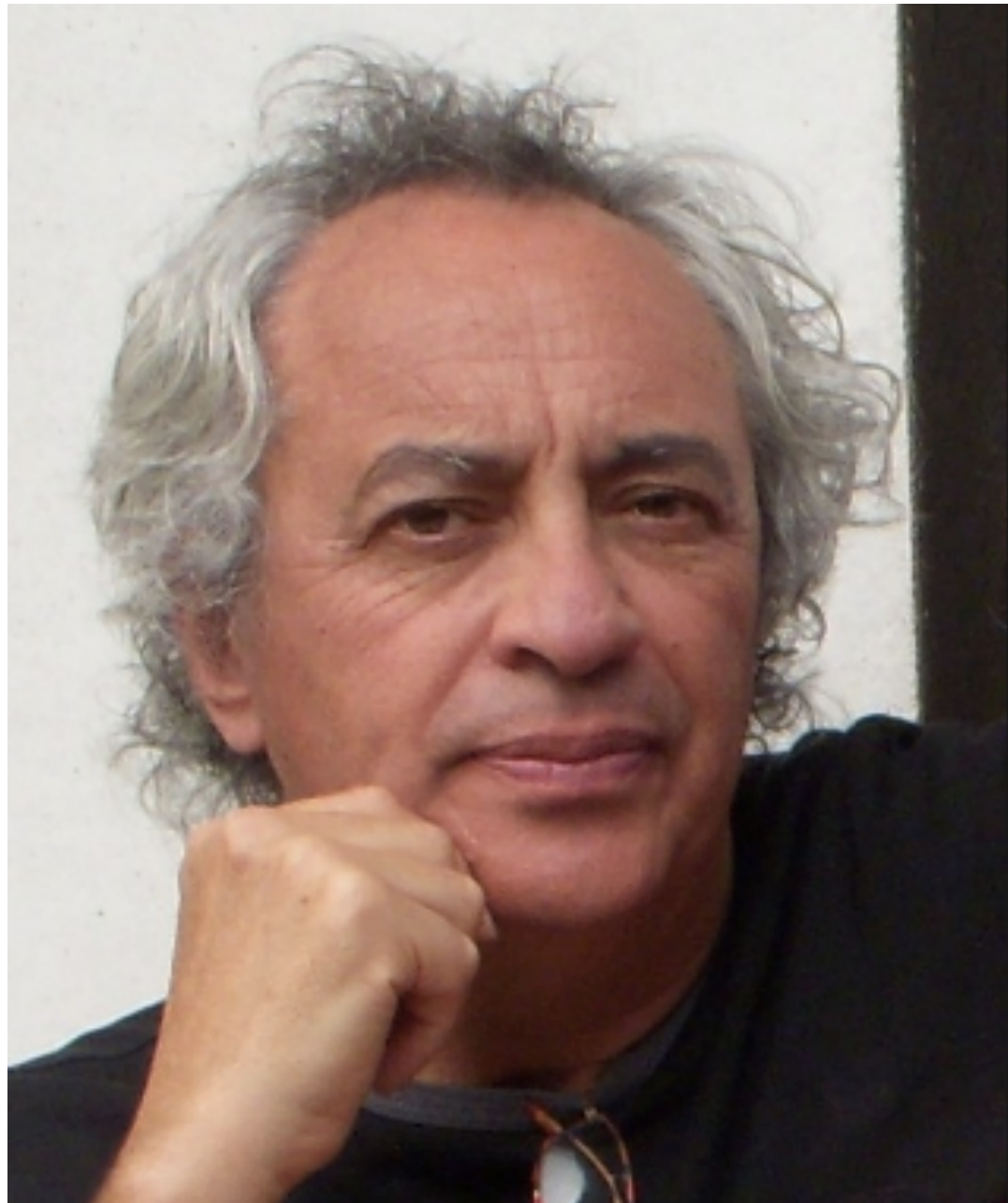
Observation

Inference

Impact



DAVID GROVE 1951 - 2008



**Inventor of Clean Language,
Psychotherapist
Success with PTSD patients**

**Maori, from New Zealand, rich
with a tradition of listening**

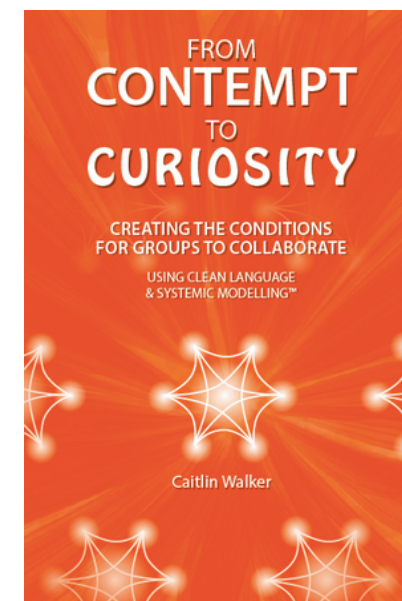
**“Find out what’s not there, that
needs to be there, for what is there,
to make sense”**

David Grove

CAITLIN WALKER

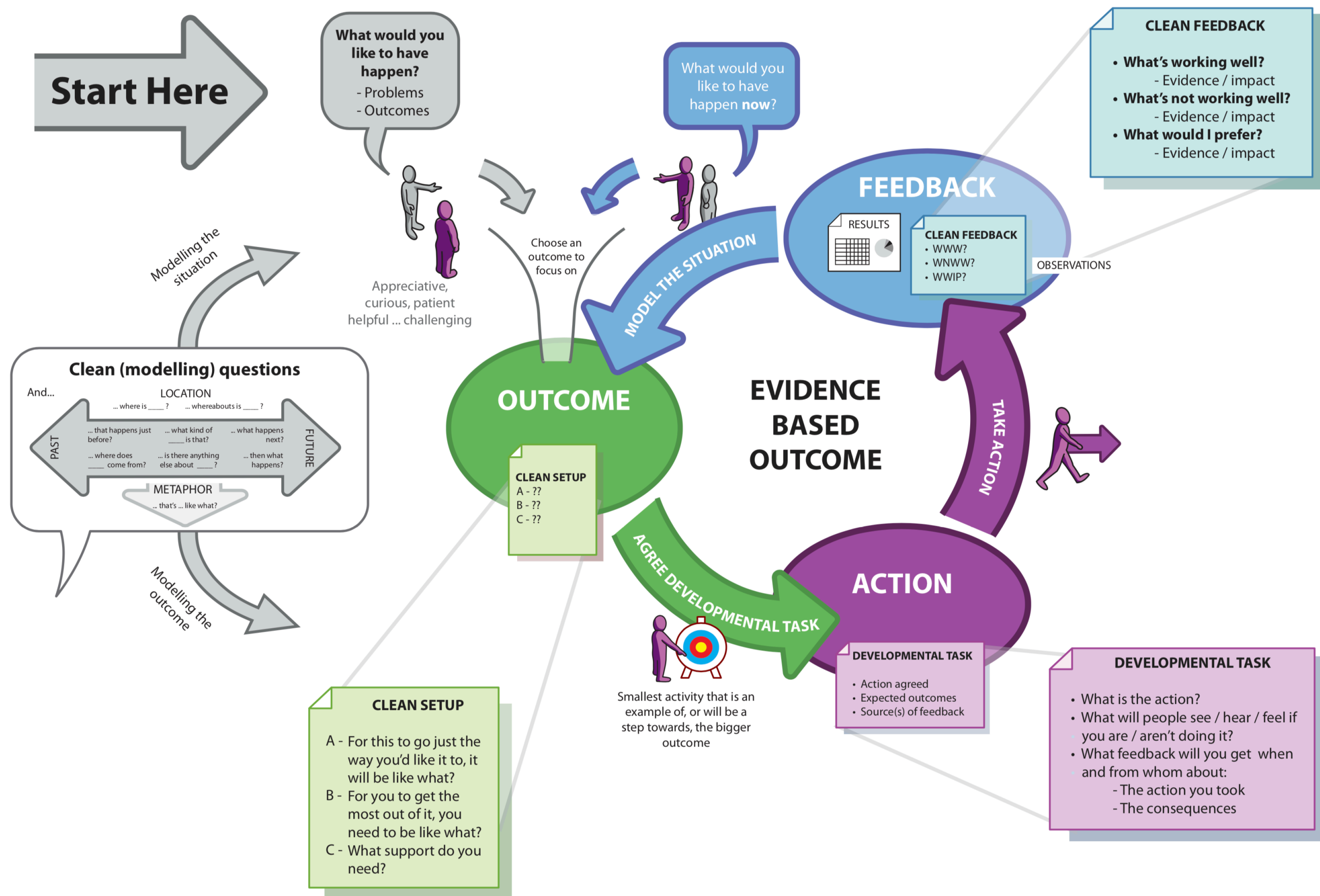


“Clean Questions should be thought of less as questions and more as **pointers that train attention** to particular aspects of the other person’s mental model. Asking these kinds of questions *stimulates curiosity* and forces us out of the drama triangle, because they stop us from putting in our own beliefs and interpretations... acting as filters so we actually find out what the other person means.”



Learn more about her work here:
www.cleanagilecoaching.com/recordings
www.trainingattention.co.uk

Creating a language of inquiry for developing collective trust



SPECIFIC IT EXAMPLES

Business Case Studies	<u>http://bit.ly/BusinessCaseStudies</u>
Outcome Facilitation*	<u>http://bit.ly/15FOTO</u>
Story Elaboration	<u>http://bit.ly/CleanStories</u>
Hiring Interviews	<u>http://bit.ly/Listen4meta4</u>
Sales	<u>http://bit.ly/CleanSales</u>
Culture Change	<u>http://bit.ly/acleancultureshift</u>

*Ubiquitous use of Clean Language in the AgendashiftTM community of Mike Burrows in lean/agile strategy facilitation workshops.

WHAT CAN YOU DO NOW?

Notice when you are wondering about what someone means. Imagine how you could use the clean questions to get clarification.

Use one or two questions casually here and there. For more than casual use:

Practice with someone who knows you are doing it intentionally. Anything more than one or two casual questions in a row in every day conversation, best to ask permission and be ok with a 'No'. It's ok if people don't want to answer a question. This applies to work and non-work settings.

We've covered a small number of the Clean Language tools, its underlying values and methods for teams and coaches. There are options for learning more, including training, both on-line and in person, as well as self-study.

RESOURCES

Connect with me : andrea@connections-at-work.com
[@andreachiou](#)

I do offer in person and on-line training.

Books and blog posts: adaptivecollaboration.com/books-i-recommend/

Twitter: [#cleanlanguage](#) [#cleanforteam](#)s

Facebook Groups: Clean Language And Agile

Systemic Modeling/Clean for
Teams Open Discussion

Book: leanpub.com/whoisusingclean

My vision for Clean and IT www.cleanagilecoaching.com

THANK YOU FOR PARTICIPATING!

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