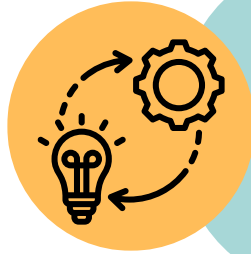


What is a Hot Seat?



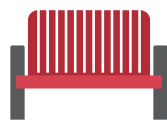
What? A technique used in Lean Change Management to help individuals or teams overcome challenges and make progress towards their goals.



How? A facilitated conversation where one person or team shares current barriers or problems, and a group of stakeholders ask questions, share perspectives & offer advice.



The star? The person in the hot seat is the star of the group and takes on an active listening role, focusing on the questions and insights offered by the group. They are encouraged to reflect on their own assumptions and biases, and to explore new ideas.



Stages of the Hot Seat



1. Brainstorm and vote!

- Have 4-5 problems to vote on.
- Using Miro, each person gets 2 votes.
- Problem owner of top voted problem becomes the 'star'.

Note: Don't allow people to vote on their own problem. Vote again to break a tie.

2. Gather insights

Goal: Learn enough about the problem to suggest options for solving.

- Set a 4-minute timer
- Identify Star/problem submitter
- Ask Star questions to clarify the problem
- Write down defining details

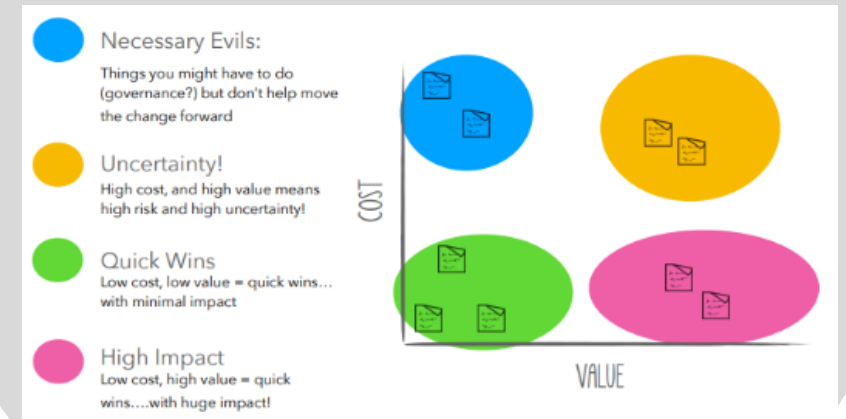
3. Create options

Goal: Brainstorm options

- Set a 4-minute timer
- Star cannot respond (but can take notes)
- Group members suggest options aloud and write it down in Miro

4. Prioritize options

- Cost: time, complexity, effort
- Value: How valuable is this option
- Star plots on a cost/value matrix



5. Debrief questions:

- Star: What was it like not being able to respond?
- Group: What was it like not getting feedback right away?