



# PEOPLE SUPPORT WHAT THEY HELP CREATE: LEAN ENGAGEMENT STRATEGIES

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# WHO IS IN OUR AUDIENCE?

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1) I am in a leadership role (lead, supervisor, manager, director, etc)

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2) I am an independent contributor

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3) I am a facilitator, consultant, project manager, or trainer

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4) I am not one of the above

# CAN WE TALK ABOUT PSYCHOLOGICAL SAFETY?

- ☐ I feel included
- ☐ I can learn
- ☐ I can contribute
- ☐ I can challenge status quo





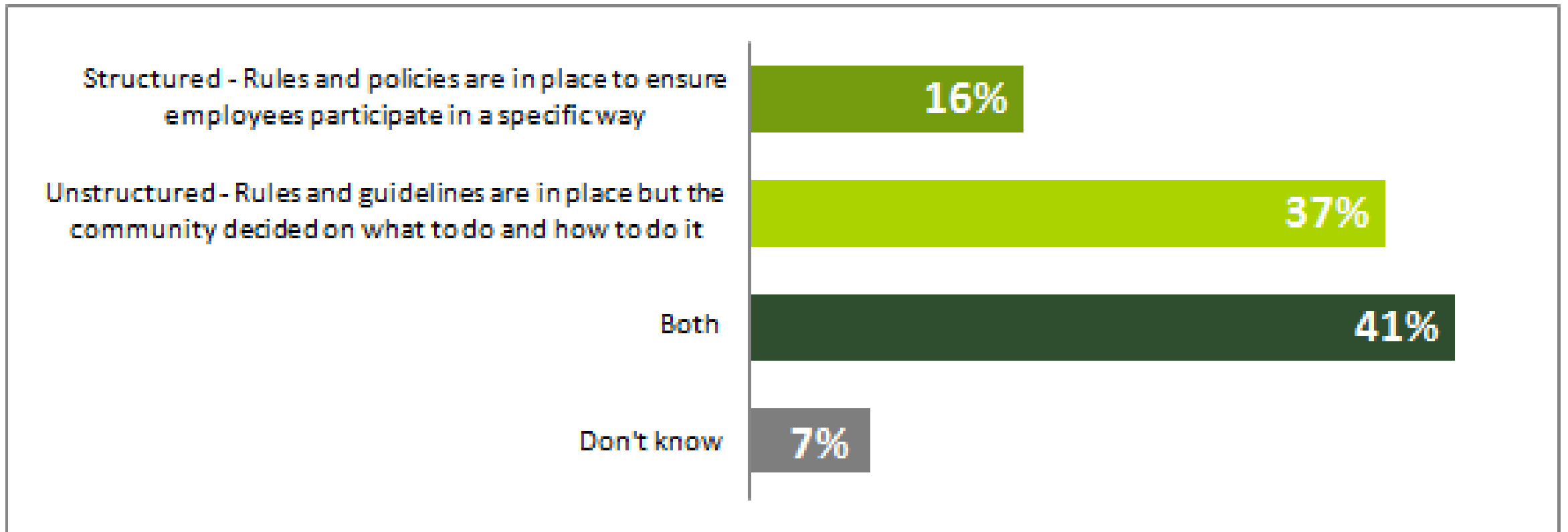
# ENGAGEMENT STRATEGIES

## “NOTHING ABOUT ME WITHOUT ME”



# STRUCTURED VS OPEN INVITATIONS

Have your collaboration efforts been structured or unstructured?



# GENERAL TIPS FOR LEADERS *(AND OTHERS)*



Understand different types of bias, recognize them, and avoid setting up biased collaboration.

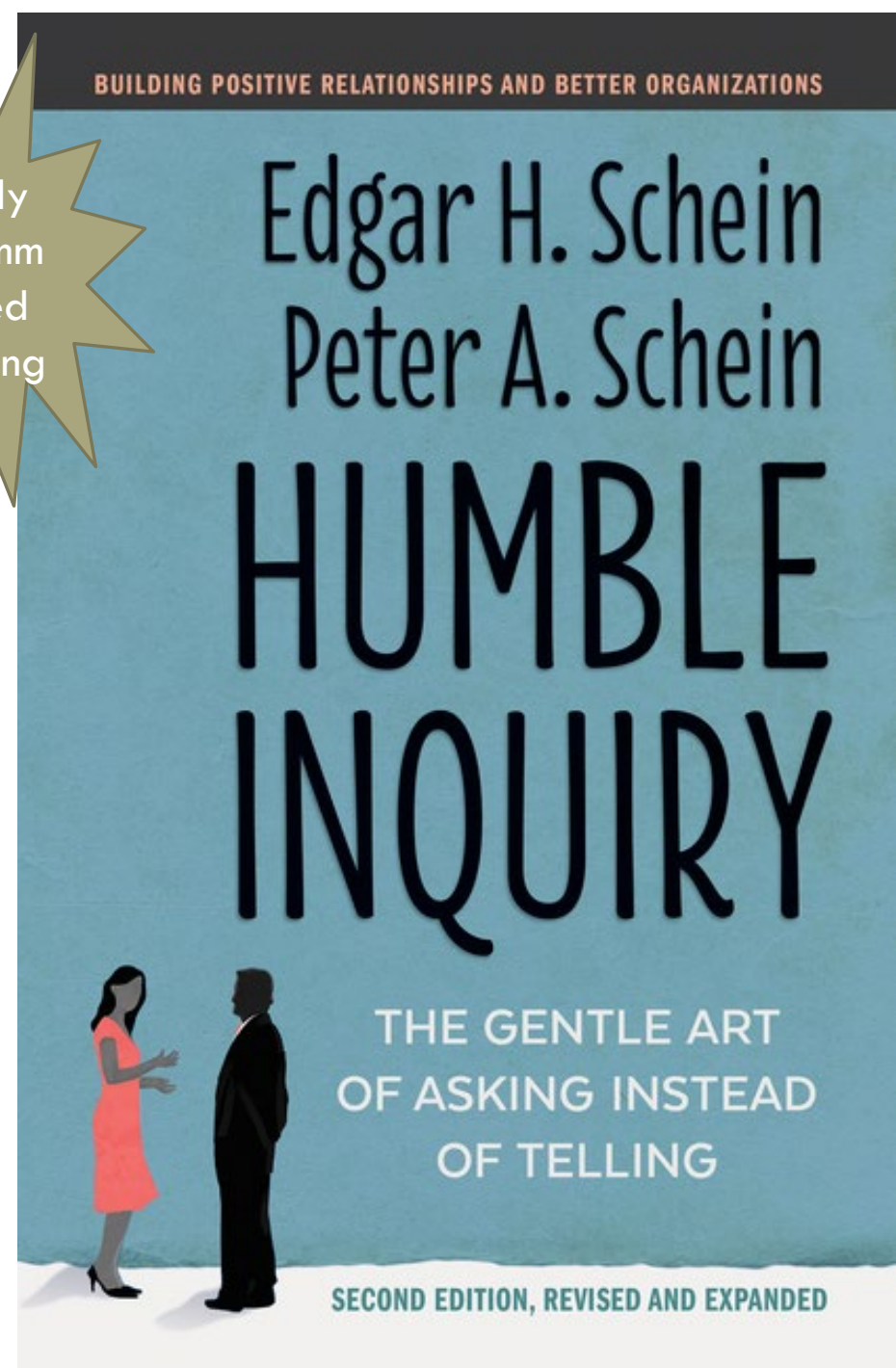
- ❖ Response bias - Bias related to how a question was asked
- ❖ Anchoring - Being overly influenced by the first information received
- ❖ Confirmation bias - Putting more value on ideas that support your beliefs
- ❖ False consensus effect - Seeing your opinions as more common than they are
- ❖ *IKEA effect* - Putting a higher value on things you've personally worked on

# THE ART OF THE QUESTION

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Get VERY good at  
asking questions to  
better understand  
thinking

Highly  
Recommended  
Reading



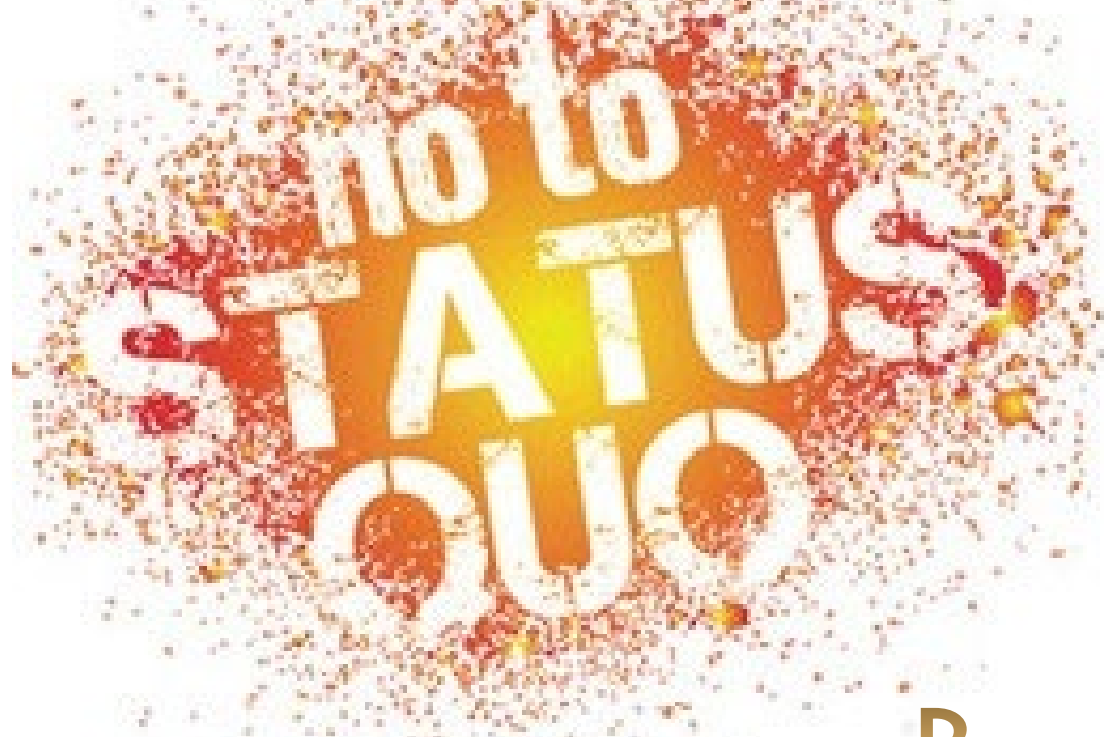


# IN MEETINGS (IN PERSON)



Use “Yes, and”

Prototyping



Use 7 Ways

Brainstorming

11@T

# USE A “LIBERATING STRUCTURE”



Credit: Liberating Structures by Lipmanowicz and McCandless

# KEEPING TEAMS ON TRACK

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# IN MEETINGS (HYBRID)





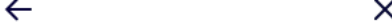
ONE FACE, ONE SCREEN



IN MEETINGS  
(VIRTUAL)

A scenic view of a waterfall cascading over mossy rocks in a forest with autumn foliage. The water flows from the top right towards the bottom left, creating a misty spray at the base. The surrounding area is covered in green moss and ferns, with some trees showing yellow and orange autumn leaves in the background.

# WATERFALL CHAT



Voting session

## Best features

Votes left

10

Time left

04 : 48

Done



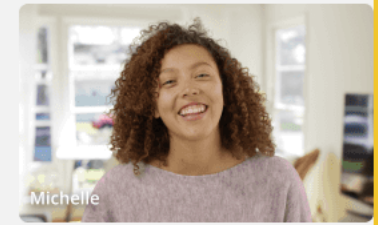
Click on objects on the board to add votes



After you are done voting, press "Done"



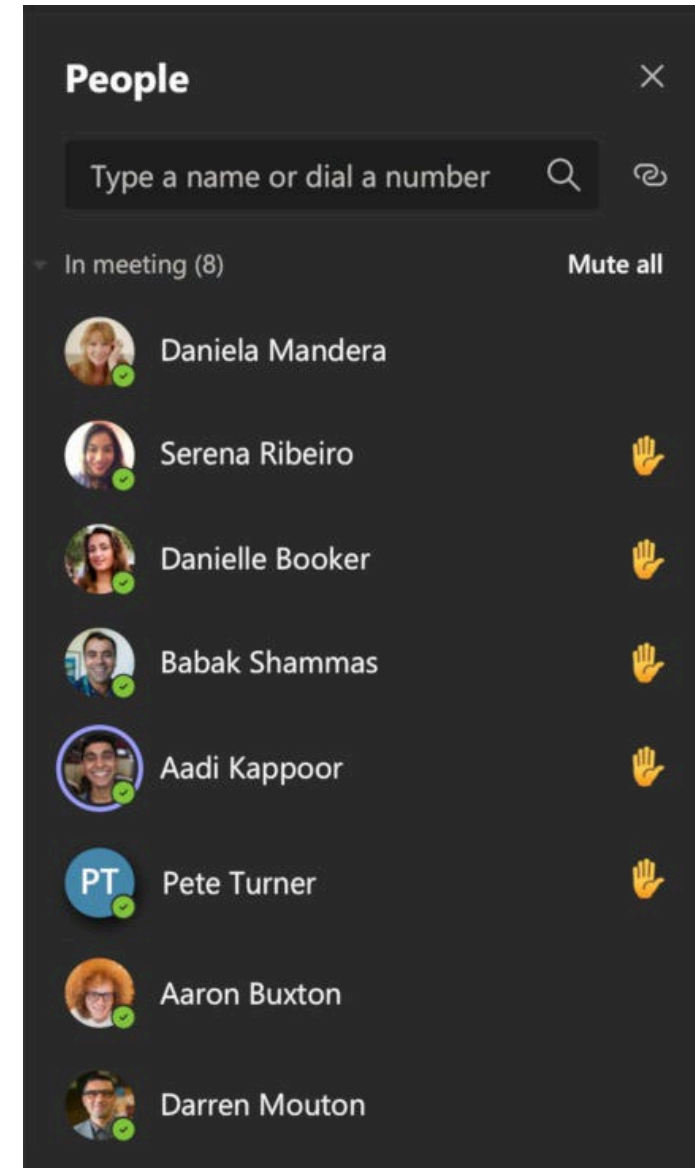
Voting is anonymous



# VOTING ON A VIRTUAL WHITEBOARD

# ACKNOWLEDGING ORDER FOR RAISED HANDS

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IN THE MOMENT

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## COACHING KATA

### The Five Questions

- ① What is the **Target Condition**?
- ② What is the **Actual Condition** now?  
-----(*Turn Card Over*)----->
- ③ What **Obstacles** do you think are preventing you from reaching the target condition?  
Which *\*one\** are you addressing now?
- ④ What is your **Next Step**? (Next experiment)  
What do you expect?
- ⑤ How quickly can we go and see what we **Have Learned** from taking that step?

*\*You'll often work on the same obstacle with several experiments*

# USING THE COACHING KATA IN THE FIELD



**GEMBA**

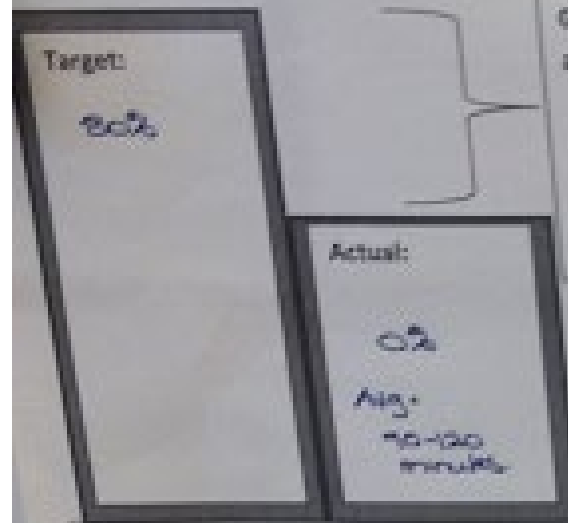
# ASYNCHRONOUS

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Problem Statement:

Admissions are not arriving in Critical Care within 60 minutes of Bed Request



Gap Between Target and Actual:

= 60%

= 30-60 minutes

Rank Root Causes in Order of Importance

Time:  
Want to get caught up before  
beginning of shift

Bed  
Planning  
Hx: Change and  
or admit  
of clients  
in critical  
bedroom

Step  
1

Step  
3

Step  
2

Step  
4

Determine Root Causes Before Moving to Step 3!

Action Plan

Need a full hour  
to dedicate to a  
new admit.

Admit =  
Additional work  
that not quite  
ready for.

No admit bed  
available. Need  
to move out  
Med-surg patient  
to create ICU  
bed.

Gap Between Target and Actual:

60%

(Current)

Need to wait  
for bed to come  
in off of  
standby

ICU change and  
not aware of  
critically ill  
patients' status  
as they arrive in  
ICU to begin  
treatment

Clean bed  
available but  
geographically  
located outside  
of assignment  
bureau

Not a good  
time to work  
away from other  
patients.

What	Who	When
1. Delegate tasks to Change and on other pts.		
2. Teamwork. Share admit tasks.		
3. Work to change/Manager re. Daily identification of ICU admits		





# ONE THING YOU ARE COMMITTING TO TRY

What Writing Does For Your Brain ▼



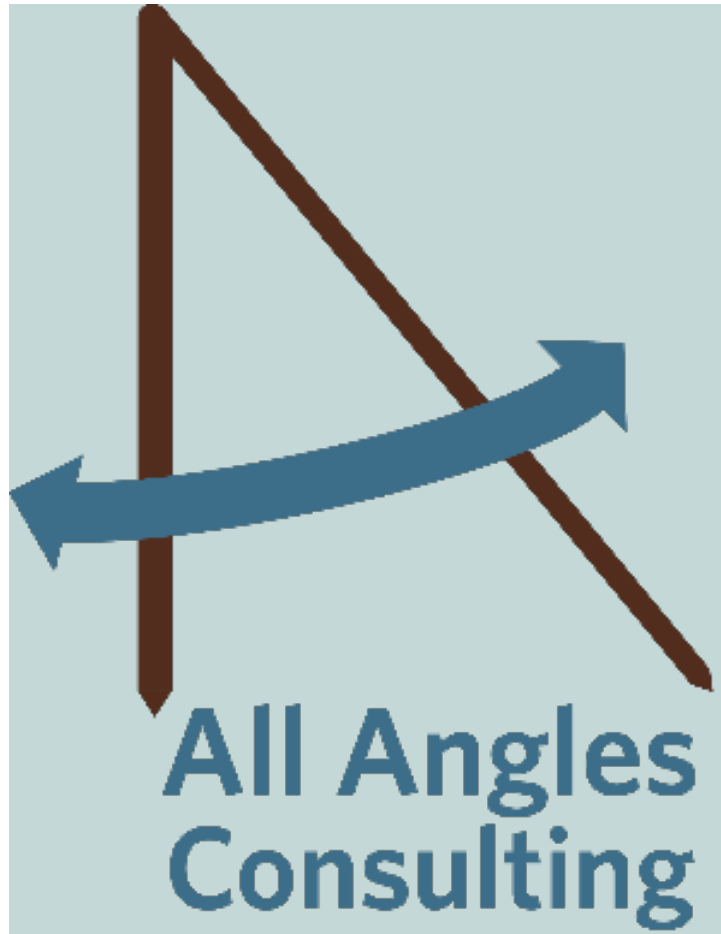
Neuropsychologists call this the “generation effect” and have found that people have better recall for information that they’ve created themselves than for something that they’ve read.





ENGAGEMENT STRATEGIES

Q&A



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