METHOD

TRIZ

Description
What is made possible? You can clear space for innovation by helping a group let go of what it knows (but rarely admits) limits its success and by inviting creative destruction. TRIZ makes it possible to challenge sacred cows safely and encourages heretical thinking.

1. "Make a list of all you can do to make sure that you achieve the worst result imaginable with respect to your top strategy or objective."

2. "Go down this list item by item and ask yourselves, 'Is there anything that we are currently doing that in any way, shape, or form resembles this item?' Be brutally honest to make a second list of all your counterproductive activities/ programs/procedures."

3. "Go through the items on your second list and decide what first steps will help you stop what you know creates undesirable results?"

Advantages

- Everybody involved in the work is included
- Make it possible to speak the unspeakable and get skeletons out of the closet
- Make space for innovation

Disadvantages

- Requires participants to be honest about their behavior

METHOD

Fishbowl User Experience

Description
What is made possible? A subset of people with direct field experience can quickly foster understanding, spark creativity, and facilitate adoption of new practices among members of a larger community. Fishbowl sessions have a small inside circle of people surrounded by a larger outside circle of participants. The inside group is formed with people who made concrete progress on a challenge of interest to those in the outside circle. The fishbowl design makes it easy for people in the inside circle to illuminate what they have done by sharing experiences while in conversation with each other. The informality breaks down the barriers with direct communication between the two groups of people and facilitates questions and answers flowing back and forth.

Advantages

- Get down-to-earth field experience and all the questions and answers about new endeavors out on the table for everyone to understand at the same time
- Create conditions for new ideas to emerge
- Make space for every participant's imagination and experience to show up
- Build skills in listening, storytelling, pattern-finding, questioning, and observing

Disadvantages

- Requires not letting those in the interview presenting to the audience

Impromptu Networking

Description

What is made possible? You can tap a deep well of curiosity and talent by helping a group focus attention on problems they want to solve. A productive pattern of engagement is established if used at the beginning of a working session. Loose yet powerful connections are formed in 20 minutes by asking engaging questions. Everyone contributes to shaping the work, noticing patterns together, and discovering local solutions.

Advantages

- Attracts deeper engagement around challenges
- Invites stories to deepen as they are repeated
- Helps shy people warm up
- Affirms individual contributions to solutions

Disadvantages

- Takes 20 minutes (3 rounds) to do the activity as intended
- Learners are self-directed and must select a new partner each round

Troika Consulting

Description

What is made possible? You can help people gain insight on issues they face and unleash local wisdom for addressing them. In quick round-robin "consultations," individuals ask for help and get advice immediately from two others. Peer-to-peer coaching helps with discovering everyday solutions, revealing patterns, and refining prototypes. This is a simple and effective way to extend coaching support for individuals beyond formal reporting relationships. Troika Consulting is always there for the asking for any individual who wishes to get help from colleagues or friends.

Advantages

- Refines skills in asking for help
- Learns to formulate problems and challenges clearly
- Refines listening and consulting skills
- Develops ability to work across disciplines and functional silos
- Create conditions for unimagined solutions to emerge

Disadvantages

- Learners must self-select a group with mixed roles/ functions
- Learners must take risks while maintaining empathy