

ACT & RESPOND | routine

Rhythm: 2 or 3 times a week
Time: 30 minutes
Participants: MT + facilitator

Purpose

Acting and responding to new problems and requests (Inbox) and following up on ongoing actions and sharing new developments from the organization.

At this wall we see, learn and do together, but we don't talk about the content for more than 2 minutes

For the Facilitator: participants hang small problems/requests in the Inbox prior to the session. In the session, have participants explain their own cards. Work towards actions or decisions in the session. Tickets must be relevant for at least 2 or 3 others.

Check-in

- Is everyone present and focused?
- Is there anything else we need to know before we start?
- What are we going to do better this session? (see retrospective)

Inbox

- What new problems are there and what actions/decisions do we take about them?
- What new requests are there and what actions/decisions do we take about them?

Ongoing actions

- Are you able to solve already known problems and implement agreed actions? (update per person)

Important context

- What relevant context (e.g. developments, new insights or successes) is valuable to share?

Closure

- List your own actions/decisions and make sure they are on the board
- What have we discussed here that others should also know about? Agree on how to communicate that.
- Retrospective: was this session effective and what could be better next time? (name 1 point)