



Your Team 15 for today is the working and not working tool. This is a tool that helps us capture the things about a situation that work, those things that we want to stay the same; and the things that are not working about that situation, the things that we want to change or improve. The working and not working tool enables us to look at a situation from different perspectives, so that everybody's voice is heard. The working column enables us to discover and celebrate things that are working really well and succeeding.

This tool works best when everybody works together, so that we can capture perspectives of everybody involved and then, as a group, decide on actions. If you're using working and not working in your team, involve as many members of the team as you possibly can – and if people can't be there, think of how you're going to get their perspectives if they can't be present.

Sometimes, people associate the 'not working' column with 'doing something wrong', but this isn't the case. The 'not working' is designed to identify the things that need to change or be improved. Or maybe things that have been tried in the past and haven't been successful or aren't suitable for a person who's being supported. This enables us to really look at those and identify areas for change and improvement.

As a group, we're going to think about a situation in the workplace, and we're going to apply this tool to that situation. So everybody is going to, from their perspective, give their view on what's working about that situation and what's not working about that situation. This should lead us to be able to make some action points to fix some of the things that aren't working well at the moment.