

Forward Faster by Design

BREAKFAST SERIES



Faster Glass
imagine better ← innovate faster



Recap: Unlocking Innovation Through Improv

February 8th, 2019

What Makes a Team Effective?

According to research conducted by Google to discover the [secrets of their most effective teams](#), five factors matter most. They are, in order of importance:

1. Psychological Safety

Psychological safety refers to an individual's perception of the consequences of taking an interpersonal risk or a belief that a team is safe for risk taking in the face of being seen as ignorant, incompetent, negative, or disruptive.

2. Dependability

On dependable teams, members reliably complete quality work on time.

3. Structure and Clarity

An individual's understanding of job expectations, the process for fulfilling these expectations, and the consequences of one's performance are important for team effectiveness.

4. Meaning

Finding a sense of purpose in either the work itself or the output is important for team effectiveness.

5. Impact

The results of one's work, the subjective judgment that your work is making a difference, is important for teams.



g.co/rework

What is Improv?

Improv is loud
group mindfulness.

Improv is yoga
for social skills.

Improv is practice being
a better human being.

Improv is practice for the
art of being unpracticed.



Source: Kelly Leonard, Executive Director, Insights and Applied Improvisation at Second City Works

Elements of Improv

1. Yes, and

You don't have to act on every idea, but you do have to give every idea a chance to be acted on.

2. Ensemble

Whether onstage or in business, stars can emerge out of high-functioning ensembles when all members address its main enemies: the need to be right, the need to steal focus, and the need to appear in control even when the evidence is otherwise.

3. Co-creation

The sum of co-creation is greater than its parts And in our increasingly connected world, co-creation is fast becoming a fact of life.

4. Failure

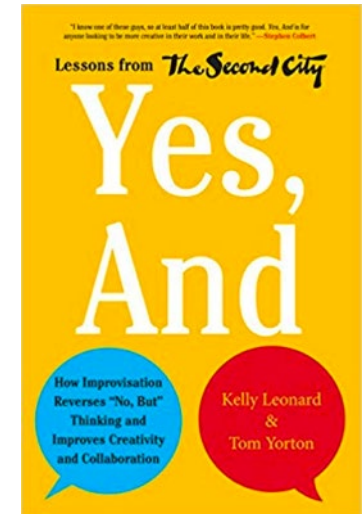
Too often we're told that failure is not an option. But the opposite is true. It's vital to give failure a role in your process. The biggest threat to creativity is fear, especially the fear of failure. By deflating the negative power of failure, you erode fear and allow creativity to flourish.

5. Follow the follower

Leadership is more about understanding status than about maintaining status. On any given day, in any given project, an employee might assume a leadership role, provide support, or liaise outside the group. Your organization will be stronger when it no longer relies on a single leader to initiate every new idea, but rather enables the creative minds of all its members to grow.

6. Listening

Deep listening is essential to improvisation. Many of us believe that we are good listeners, but there is a huge difference between listening to understand and listening while waiting to respond. The care and feeding of our listening muscle is an absolute priority for anyone who wishes to create, communicate, lead, or manage effectively.





KEEP
CALM
AND
IMPROV
ON



Improv Exercises from the Session

Yes, And . . .

Have two conversations with your partner to plan a vacation. In the first, add “yes, but” before every response. In the second, say “yes, and” before every response.

Takeaways

- The “but” conversation started to narrow the scope of the conversation, while “and” tended to expand it.
- “But” got personal in some cases.
- The “and” conversation carried more positive feelings in general.
- Both the “and” and the “but” approaches shows up in conversations at work.
- The “and” was harder if it wasn’t already a learned response.

One Word Oracle

Stand in a circle with a group. Construct a response to a question using the [“One Word Story”](#) format. In the session, the question was, “Why are sunflowers the best flowers?”

Takeaways

- You have to set the next person up for success.
- The community determined the direction.
- The story turned out differently than any one participant thought it might.
- You had to set aside your own agenda.
- You had to listen carefully to those before and after you.
- Everyone’s contribution mattered.

Guest Presenters



Tim Edwards

Regional Product Manager (North America)
InVue

LinkedIn



Jay Gerhart

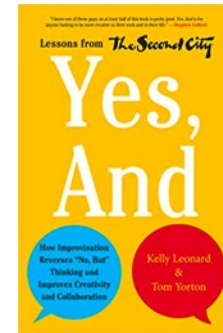
Healthcare Strategist / Innovation Sherpa
Atrium Health

LinkedIn

Additional Resources

Yes, And: How Improvisation Reverses “No, But” Thinking and Improves Creativity and Collaboration – Lessons from The Second City

Kelly Leonard



A Sherpa's Guide to Innovation (Podcast) E27: Coonor Behal of Mindhatch – At the Intersection of Improv and Innovation

Ben Tingey
Jay Gerhart



Improv Classes / Improv Shows

Keli Semelsberger
Charlottecomedytheater.com



Forward Faster by Design BREAKFAST SERIES



About the Forward Faster by Design Breakfast Series

[Forward Faster](#) is a monthly event, typically held on the second Friday, where a growing tribe of Charlotte thinkers and doers gather to explore how the principles and practices of Human-Centered Design can fuel business, civic, and social innovation. The series is a mix of presenters, panel discussions, and workshops all aimed at sparking new ways of thinking, seeing, and doing.

About Faster Glass

[Faster Glass](#) is an innovation training and consulting firm focused on helping people and organizations leverage the discipline of Design Thinking to do four things:

1. Co-create solutions to complex problems,
2. Intentionally design extraordinary experiences,
3. Strengthen their innovation capabilities, and
4. Build a culture of innovation.

For more information about Faster Glass and their services, please contact Dan Black, Innovation Architect at dan.black@fasterglass.com, 704.502.0343 or just schedule a meeting [here](#).



About McColl Center for Art + Innovation

[McColl Center for Art + Innovation](#) is a nationally acclaimed artist residency and contemporary art space in Charlotte, North Carolina. Located in the former Associate Reformed Presbyterian Church in Uptown, McColl Center houses nine individual artist studios, more than 5,000 square feet of exhibition space, and multiple common-use spaces, including a studio for large-scale sculpture fabrication. McColl Center's historic neo-Gothic revival building is one of the most unique and exciting spaces in Uptown and their art-filled venue is available to rent for a range of events including weddings, receptions, dinners, corporate gatherings, workshops, and more.

