

Catchball Tips

There are a few types of catchball sessions:

1. Gathering input. For example, you might bring the results of a survey or an open question about a work process and gather the staff's ideas. A good tool is to create a stop/start/continue chart each for actions/behaviors as below and gather input on each for each idea or question.

Stop (What should we stop doing to change this outcome/implement this idea?)	Start (What should we start doing to change this outcome/implement this idea?)	Continue (What should we make sure we continue doing or do more of to change this outcome/implement this idea?)

2. Getting feedback. Using the example above, you could develop a plan to improve employee survey results and now you want to get feedback on the proposed plans. A good way to gather feedback is to put individual elements on charts and then do an exercise to gather pluses (what do you like) and deltas (what you would change).

+ (Plus)	Δ (Delta)

3. Securing commitment. After incorporating feedback from #2 above, it's best to share with the team again to show how their feedback has been used. Then ask whether they can commit to that course of action or what they need to do to follow through on that commitment. Not everyone's feedback can be incorporated so if someone points that out reassure them that you appreciate the feedback and it was considered. A good tool to use to gather information on level of commitment is a simple chart like the one below. Action items for commitment can be filled in beforehand but it is important to make the team's commitment visible by having each team member complete the chart on their own by filling in their name, level of commitment and any obstacles to a high level of commitment.

Action Item	Team Member	Level of Commitment (1=low, 5=high)	To get to a "5" I would need...
Develop new team meeting agenda			
Update team meeting ground rules			