Tackle Team POWs
Team Exercise – Leadership Guide

Now that you've thought about some of the POWs that the team experiences, it's time to get their input as well with this easy exercise. When you complete this exercise about everyone's role in shrinking POWs, you are planting the seeds for team members to be the Chief Paradise Officer of their job. Consider it an investment in the individual accountability of your team and you will see vast returns in productivity, service, quality, etc., over time.

At the end of this exercise, team members will be able to:

♦ List and categorize common POWs that they experience.

♦ Take action to shrink the POWs.

To save you time and make this easy, there are two options for facilitating this exercise:

1. Plug & Play – At your next team meeting, simply play a video I've already created and let me facilitate for you.
2. Plan & Present – Use the following Leader's Guide to adapt the exercise to your needs and facilitate the meeting yourself.

Materials: Index cards, flipchart paper, markers

List and categorize common POWs that they experience.

♦ Define POW – something internal or external that feels like a heavy blow.

♦ Define internal and external POWs and share examples.

♦ Distribute at least 10 index cards to each person.

♦ Ask each person to make a list of POWs they regularly experience (not on the worst day and not on the best day) and write one POW on each index card. It's very important that each team member do this on his/her own before you start a group discussion. You will get much more relevant data this way.

♦ Divide into groups of four or five.

♦ Ask team members to share their cards and put their POWs in categories that match each other's responses. For example, all POWs about difficult patients or internal customers go together; all POWs about technology go together, etc.

♦ Ask each small group to agree on their Top 3 most frustrating POWs.

- Ask each group to share their Top 3 while you write them on a flipchart or white board. If a group mentions a POW that another group has already mentioned, put a check mark next to that POW to reflect the mention.
- Look at the combined list and, through group discussion, agree on the Top 5 most disengaging POWs.
- Define Predictable, Perpetual and Preventable POWs and share one example of each.
- As a team, identify which kind of POW the Top 5 are (Predictable, Perpetual or Preventable).

Take action to shrink the POWs.

- For POWs that are "owned" by others in the organization, brainstorm ideas for who needs to be involved and who will oversee the shrinking of the POW. Is this something that is created at the Organization/Executive Leader level or something that you as the leader can help with?
- The last step is to ask the group what they personally can do to shrink each POW or to manage their response to the POW.

Summarize

- We all experience POWs at work every day.
- Shrink those that are within your control.
- Work together with others outside your department to shrink bigger POWs.