FACILITATOR CARD

Our Way in retrospectives

Bring JTI's Our Way behaviours into your usual retrospective without changing its structure. Keep the three questions; add one behaviour prompt to each.

Version 2.0
30 to 60 minutes
Any team size

01

What went well?

ASK

> What worked?

> Which Our Way behaviour showed up in what we want to celebrate?

LISTEN FOR

- Share Joy
- Take Ownership
- Empathise with Others

02

What did not go well?

ASK

> Where did we struggle?

> Which Our Way behaviour could have helped?

LISTEN FOR

- Collaborate Without Limits
- Create a Safe Space

03

What will we do differently?

ASK

> What is our next experiment?

> Which Our Way behaviour will support it?

LISTEN FOR

- Strive for More
- Think Forward
- Invite Challenge

KEEP IT LIGHT

1. Give shout-outs tied to a behaviour.
2. Pick one behaviour for the team to focus on next sprint.
3. Put prompts on sticky notes rather than reading them out.

REMEMBER

Our Way works best when it is invited, not imposed.

GOING FURTHER

One prompt for each behaviour

Pick one or two that fit what happened this sprint. These are for choosing from, not working through.

4 pillars
12 behaviours

PILLAR 1

Start with us

EMPATHISE WITH OTHERS
Whose needs did we miss this sprint, inside the team or outside it?

COLLABORATE WITHOUT LIMITS
Where did we wait on another team, and what would it have taken to work with them directly?

SHARE JOY
What is worth celebrating that nobody has mentioned yet?

PILLAR 2

Make it count

TAKE OWNERSHIP
Which decision did we wait on that we could have made ourselves?

FOCUS ON VALUE
What did we finish that nobody will use?

STRIVE FOR MORE
What is one thing we do every sprint that could be simpler?

PILLAR 3

Welcome challenge

CREATE A SAFE SPACE
Was there something someone held back from saying?

INVITE CHALLENGE
Whose feedback did we ask for, and whose did we not?

CHALLENGE FOR BETTER
Which assumption should we have questioned sooner?

PILLAR 4

Shape tomorrow today

FOCUS ON CONSUMERS
When did the consumer last come up in our conversations?

THINK FORWARD
What do we see coming that we are not ready for?

MAKE RESPONSIBLE CHOICES
Did we take a shortcut that someone else will pay for later?

NOT AT JTI? Swap these behaviours for your organisation's own values. Keep the three questions and one prompt per question. The point is for the team to notice, not to score itself.

Our Way and its behaviours are JTI's. Card and prompts by Kubair Shirazee.