

Yes! Space

**You learn more about
a person in an hour of
play than in a lifetime
of conversation.**

–Plato

Yes! Space

What is it?

Improv is built on the idea that every contribution is greeted with agreement, no matter how unusual it is. By saying yes to everything, we create endless possibility in an innovative environment. If people feel they are heard and their ideas considered, they will keep the contributions flowing. Even if the end result doesn't include their idea, they will feel respected and part of the solution.

Why do I need it?

When contributions are validated, the result is a **high-performing team** that's committed, accountable, and excited.

How will I apply it?

Learn how to communicate in ways that will **bring people into collaboration**—not conflict.

Yes! Space



ACTIVITY 1 Fabulous Conference Calls

Conference calls can be a great tool. And we all know how common it is to multi-task during a call—put it on mute, leave the room, write an email. So how can we make conference calls more useful? In this activity, participants will feel accountable and respected, and they'll see just how worthwhile the call can really be. Better yet, they may even stop checking email.

Get Ready:

- 1 Invite as few participants as possible. The fewer the people, the easier it is to engage everyone.
- 2 Engage the senses. Send something tactile through the mail for participants to hold. Or send a piece of candy to eat. Paint a picture with words. Use colors, describe things graphically, tell stories.

Get Set:

- 3 Divide the agenda into parts and send a section to each team member. Brief them, give them time to prepare, and have them take ownership of that section. And remember, if 90% of your contribution is questions, then 90% of the call will be others talking.
- 4 Prepare a list of participants so that, during the call, you can call everyone by name and ask them to comment.

Go:

- 5 At the beginning of the call, have everyone share something from work that has gone well recently. At the end of the call, have everyone commit to an action they will take based on the call.
- 6 Use Yes! Space. Whenever someone contributes, in the slightest way, thank them, support them, respond positively. They will continue to contribute.