



BE REAL CHALLENGE

RECEIVE
EVALUATE
ACT
LEARN

Create real,
meaningful
interactions
with your team

BE REAL CHALLENGE

TEAM NAME:

DATE STARTED:

RECEIVE

Ask each team member to come up with 3 ideas that would make their job easier, more productive, or more enjoyable.

Tips: Listen without interjecting. Take notes. At appropriate times say 'Tell me more about that' to elicit additional information without projecting your own interpretations.

EVALUATE

Evaluate the ideas likely to have the most positive impact yet can be completed the fastest. Weight these variables below.

Select one change to pursue.

BE REAL CHALLENGE

ACT

Identify the measurement being impacted by your change and the current state. Identify who needs to be involved and your plan of action.

KPI impacted by this change:

Action Plan:

KPI pre-change benchmark:

Stakeholders:

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Evaluate the impact. This should be measured from your employee's perspective. The change is for them.

Did you hit your plan milestones? Why or why not?

Was the problem solved? **FROM YOUR EMPLOYEE'S PERSPECTIVE**

Did it help in the way they expected? **FROM YOUR EMPLOYEE'S PERSPECTIVE**

Evaluate yourself: How can you improve to best support your team?