

HalMacomber

The Project Reformer's e-Tip of the Week

003: Conduct Plus-Delta Reviews to Encourage Team Openness

- | Schedule sufficient time on your agenda both at the beginning for carrying forward learning and at the end of the meeting. Two to three minutes at the beginning and five to ten minutes at the end of the meeting is usually sufficient for groups of eight people. Adjust your scheduled time based on your experience and size of group.
- | Inform participants at the beginning of each session that you will be asking them for their comments and assessments at the end of the meeting.
- | Ask people to comment on what was performed 'nearly well' or 'approximately correct' as well as what produced high value.
- | Ask people to keep their comments positive, ...'unconditionally constructive'.
- | Record comments in two columns: plus on the left, delta on the right.
- | Limit the conversation on any comment to exploring what is being said rather than arguing the merits of what was said.
- | At the beginning of each session refer back to the most recent Plus-Delta sheet of comments to give people guidance on participating in the current session.
- | Always thank people for their comments, both at the time they make them and at the end of the session.

Excerpted from the coaching-by-email program *First 30 Days on the Last Planner System™*

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