



&frankly

How to work with the result
Step 3: Take action

A guide on how to go from an action plan to making it happen

How to work with the result



Content

The guide will support you in how to take action after reflecting on the results and having a discussion with the team.

This guide will help you create action-based questions and provide you with inspiration for how you can help your team moving forward.

Digging deeper

Different ways of going forward

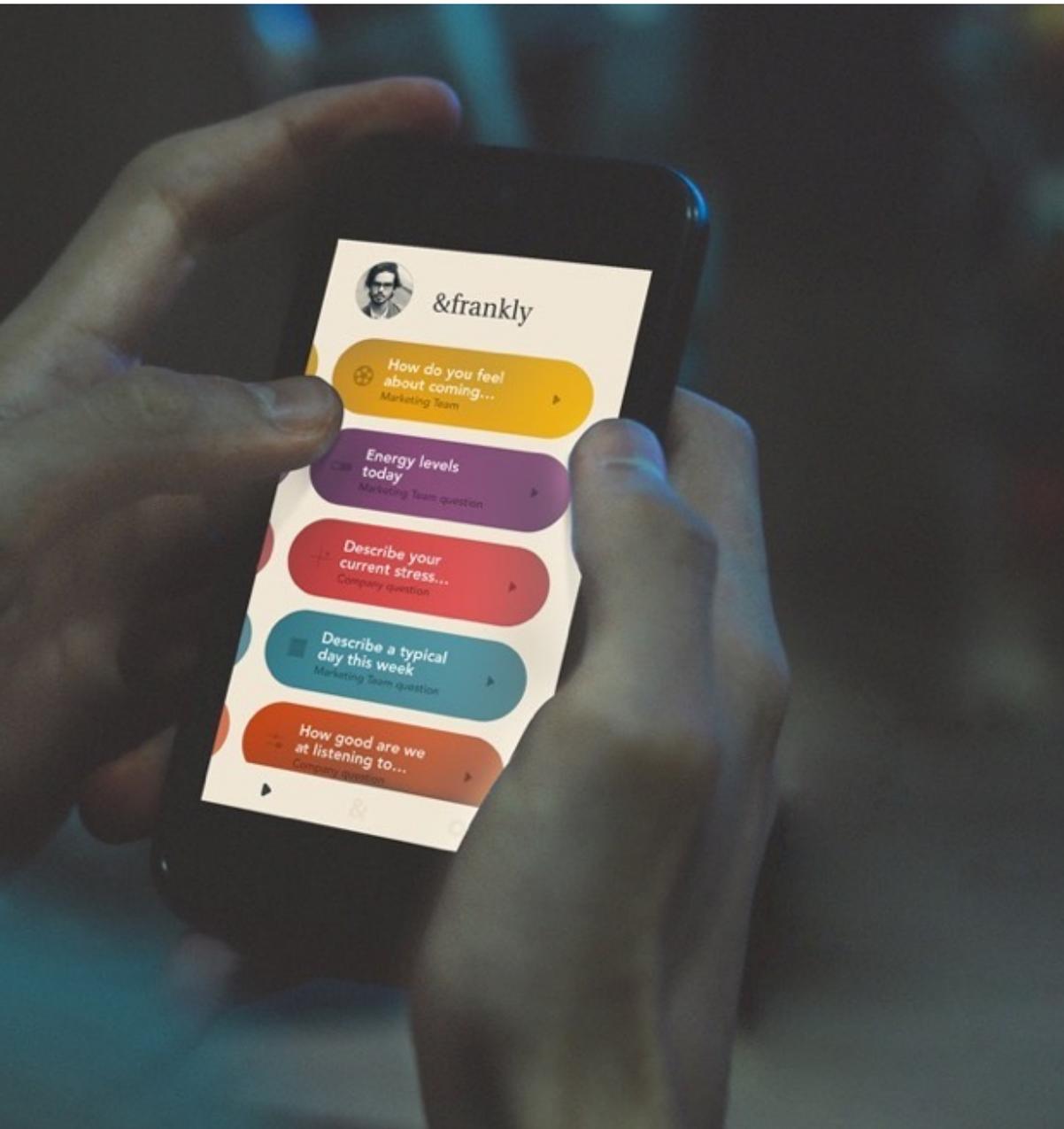
Action plan

Trigger and maintain behaviors

Reminder of actions

Examples of action questions

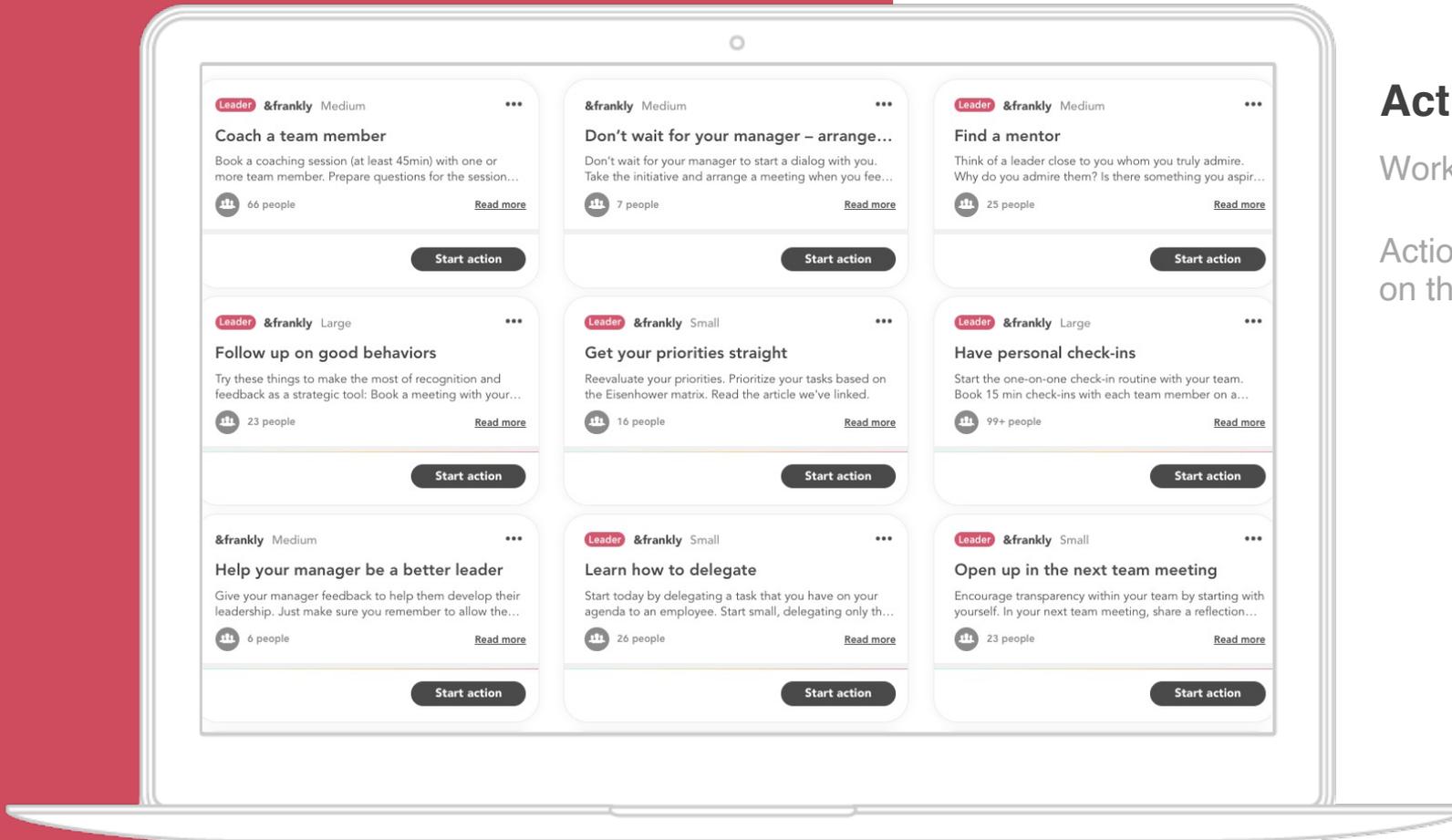
Examples of actions



Digging deeper

After reflecting on results and after having had a discussion with your team, hopefully you'll have a clear picture of how things are in your team. If not, schedule some in-depth questions to make sure you have detailed information about what needs to be done. You can also book another discussion with the team to ask a few follow-up questions.

Different ways of going forward: Actions



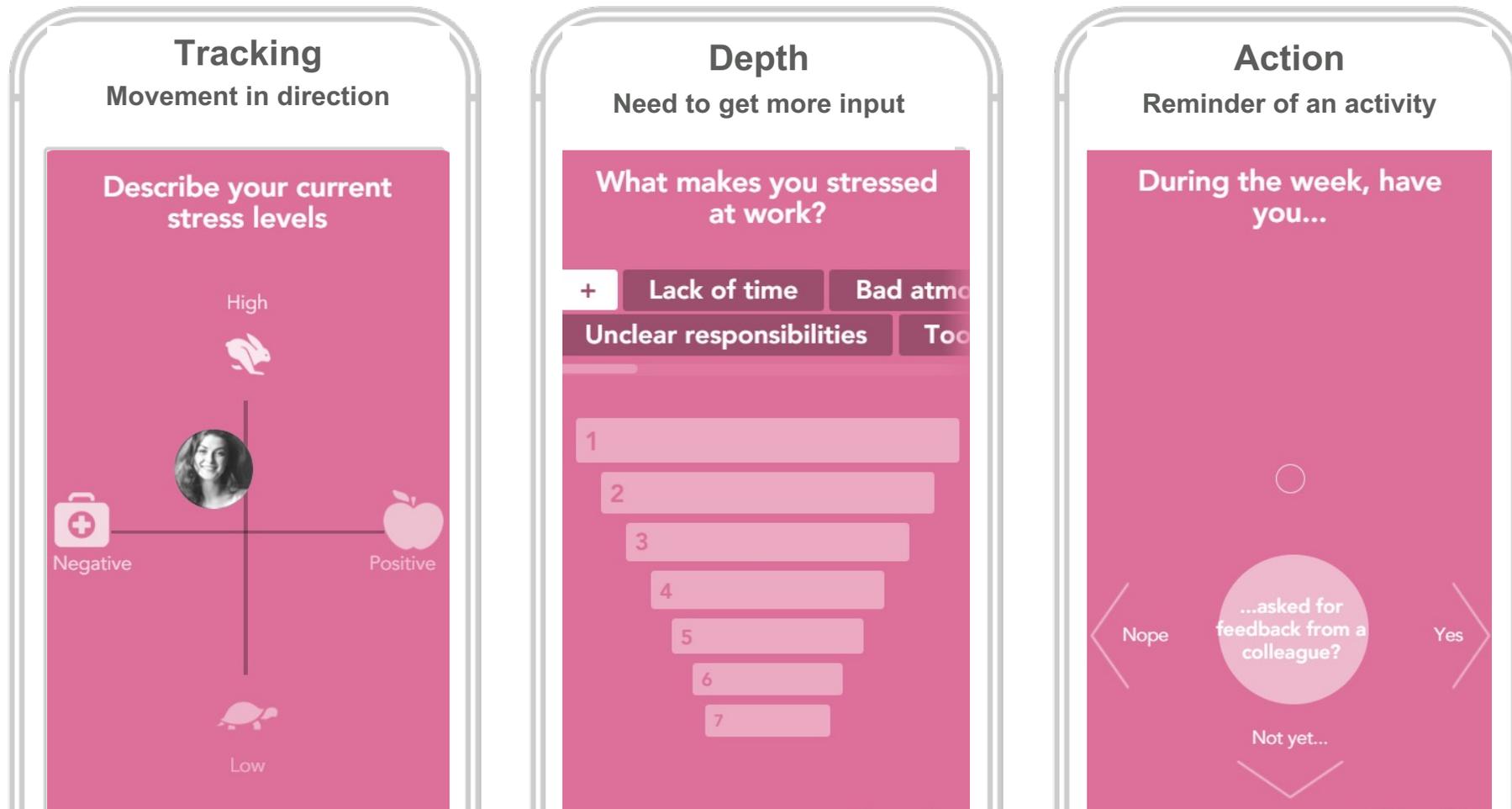
Actions

Work with Actions in &frankly.

Actions for managers and employees are available on the Dashboard and in the Action library.

Different ways of going forward: Follow-up questions

Send in-depth questions to follow up. Get more inspiration in &frankly's question library. The questions can be filtered on e.g. tracking, depth, and action.



Team actions

Take a few minutes to set a plan to go from decision to making it happen.



What needs to be done?

If the team has a long list of activities, prioritize and take one step at a time.

Review the situation in the team and break down the larger vision into smaller and concrete actions.

Baby steps rule!



Who can accomplish this?

Is it the management team, the team manager or the group itself? Sharing is caring.

Involve the team! Change is easier when everyone is onboard.



When to take the next step?

Why wait? Decide together with the team on when and how often the next pulse will go live to follow-up on actions.



Trigger and keeping new behaviors

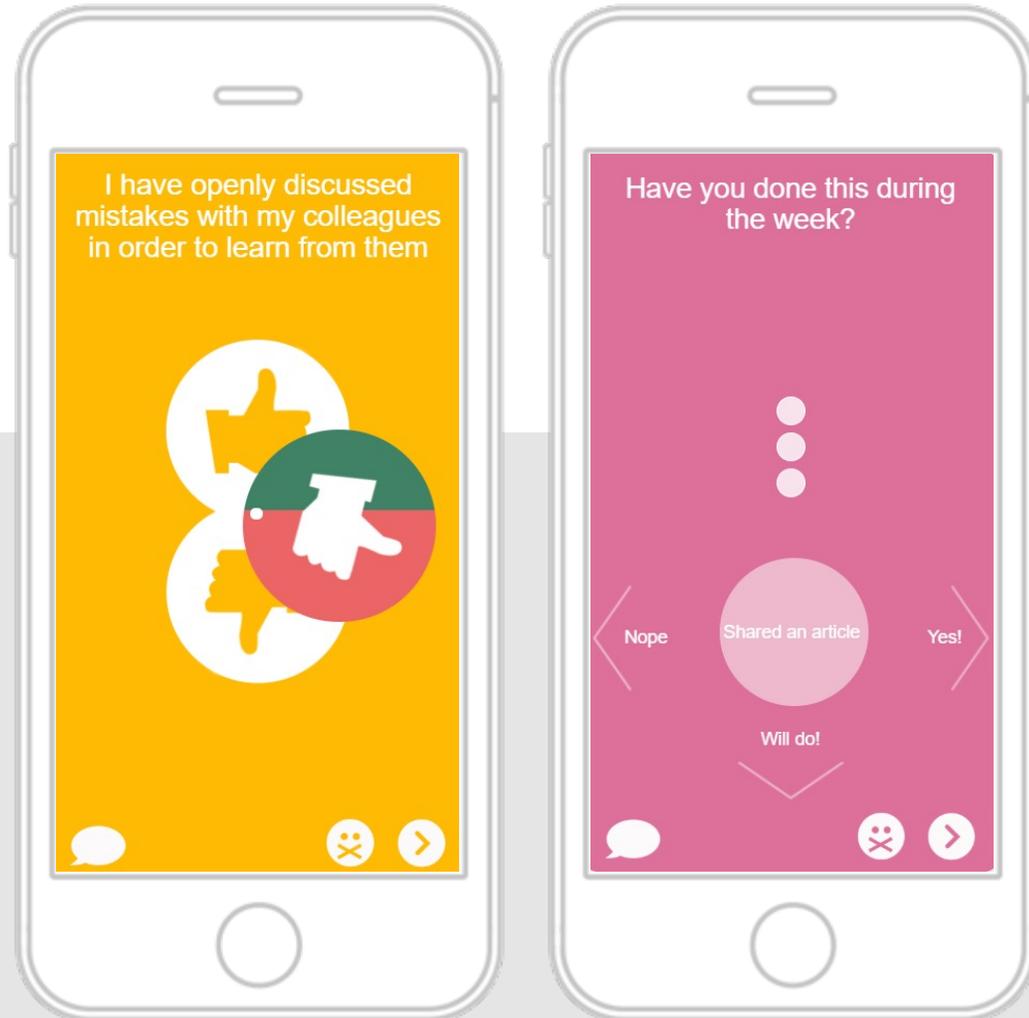
Trigger behaviors

We usually need triggers to change a behavior. Triggers could be policies, laws, signs, agreements or just a simple information e-mail. Triggers can inspire us to do something but if we want this new behavior to continue, we need to work with consequences.

Making sure the behavior stays

Consequences help us stay on track when acquiring a new behavior. Efficient consequences are feedback, being seen or being measured... over and over again!

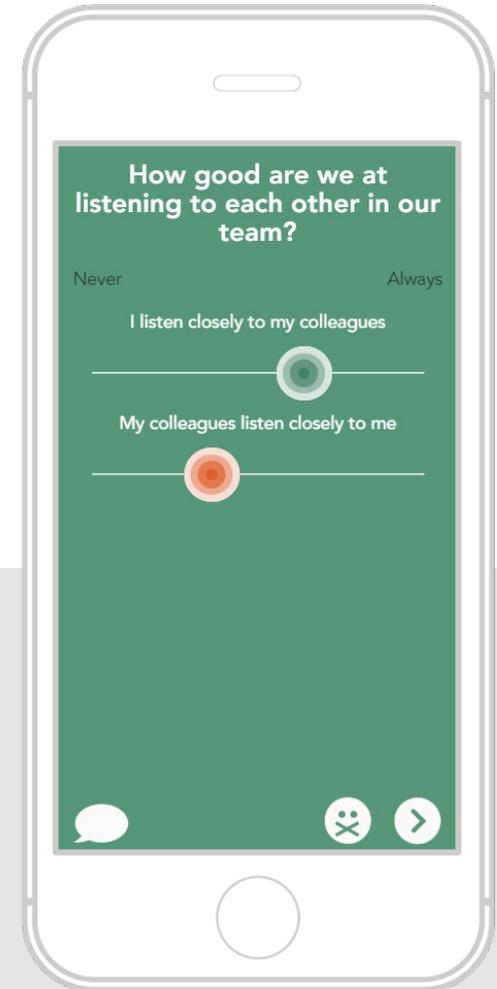
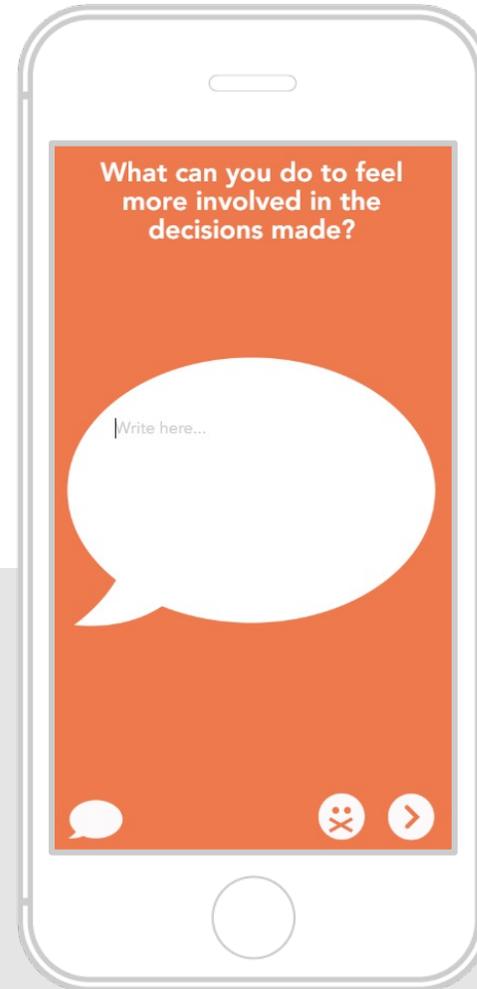
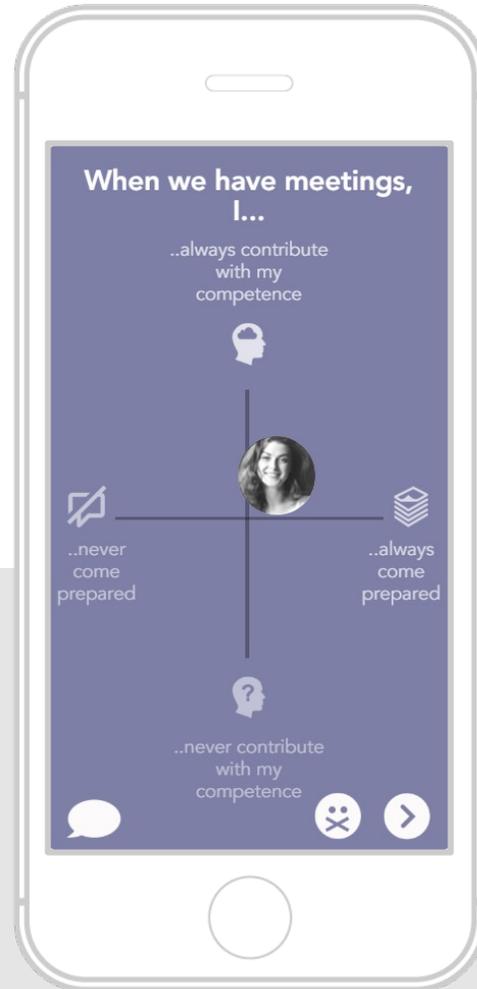
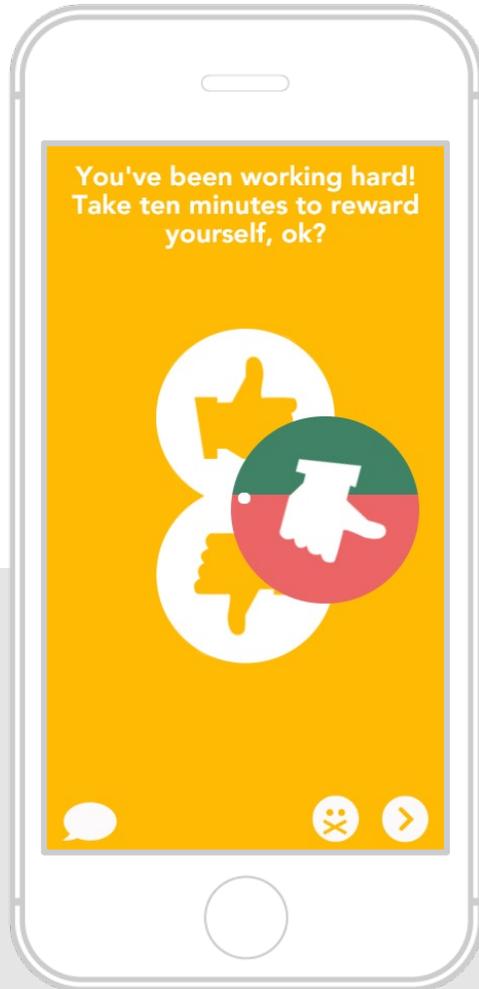
Ask questions to encourage certain behaviours



How it can be done

- With &frankly you can remind your team. Use action-based questions to make them reflect on their behavior.
- Celebrate positive results, discuss negative ones. Take time in the next team meeting to review new results to share feedback.
- Sometimes the result isn't the most important, however the reflection we create within each individual is!
- Share results continuously, this reminds the team what your focus area is.

Ask questions to encourage certain behaviours - Examples



Examples of follow-up activities



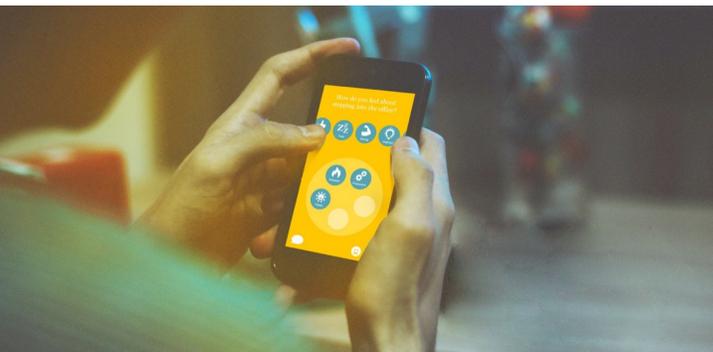
Stress

Is the team going through a peak period of stress? What could help the team in this situation? Have they expressed they would like more support? More feedback? Tip: schedule questions that could support them in the busy period: Have you offered help to a colleague this week? Have you asked for help from a colleague this week? Schedule reminders that focus on the positive aspects and the great work that is being done, ask about the last weeks highlights.



Low leadership score

If needed, schedule in-depth questions to get detailed information on what the team is missing. Tip: schedule a few follow-up questions over time to follow trends. Get help from the team by also including questions that can help them support you: Have they asked you for feedback? Have they asked for information?



Organizational level

Are results linked to other departments? Perhaps there are actions needed in-between teams. Create a plan and schedule questions together with other team managers or on an organization-wide level to trigger change for everyone involved.

There are many guides to help you on the way!



Tips

Check out the next upcoming webinar or find more inspiration in our portal!