



Video transcript

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Reflecting on ways to improve

So the key to adaptability is actually just reflection. That's all it really is, you're inviting people to think about something, and then you might give them a little silent time, and some conversation time, but it's really just thinking about how to make things better – one little step at a time.

So we use techniques like the “mill and pass” technique, where people write down awesome ideas on sticky notes, and then in large groups they just pass around these ideas like crazy. And then you have them stop and discuss the ideas as teams of two for a couple of minutes, and then you mill and pass again with the people passing all the ideas around like crazy. And then they talk about their ideas for two minutes again. And at the end you can have some kind of scoring, and you can add up all the scores and put them on the wall and they're all ranked, all these crazy ideas, by score.

All these techniques have things in common, whether it's this milling and passing technique or other facilitation techniques. It's all about creating space for people to have these conversations.

This is where innovation happens. Where you invite them to be wild and crazy and let their imaginations go, and then to talk about it, and then to kind of come to some kind of conclusion at the end. But once again, these conclusions don't have to be perfect. They're just enough to get you to the next step.

There are limitless possibilities on a sticky note, and it gets people to think: “what can I put on the sticky note?”. I can doodle on the sticky note, I can write two words, I can write very finely, I can put designs on it. You're not limited by technology whatsoever. It's like a blank canvas that any artist can use and put stuff on to. That's what sticky notes are.

Think of them as a creative space for you to be innovative and crazy and use your imagination. And then they're in your hands you could feel them, it makes your ideas come to life. And you can put them up on the wall, or put them on a board, or put them on windows. And you can sort them, and look at them, and you can feel them, and you can have discussions about them. They're not the perfect documentation, they're not the perfect website, they're not the perfect recording and requirement.

They are great as placeholders for conversations, they're just a temporary piece of paper for your people to have awesome conversations.