



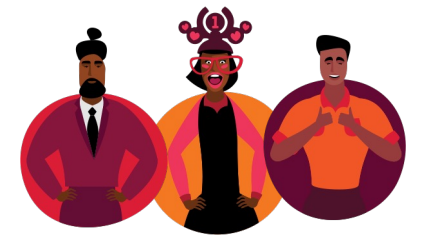
Conversation Starters

Programme Recode

May 2022

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BRAVE

Theme: *Are you Brave?*

Questions:

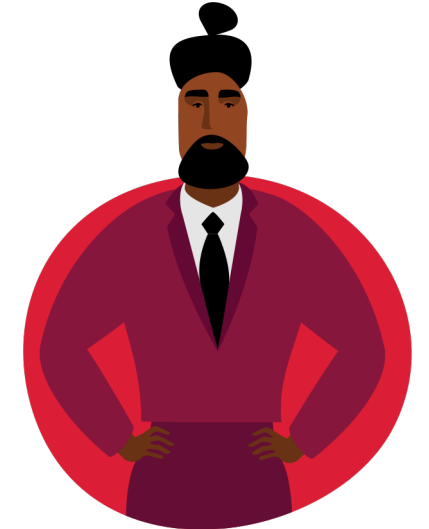
- 01 What can we do this week to break new ground for ourselves and within in our teams?
- 02 What are you feeling curious about today?
- 03 Thinking of our actions from the previous week, what have we learned from our successes or failures?

Things to think about :

What is the connection between our boundaries and being Brave?

BRAVE

- 01 We are **curious** to find better ways
- 02 We focus on **achieving shared outcomes**
- 03 We **champion learnings** over successes or failures
- 04 We seek to **break new ground**

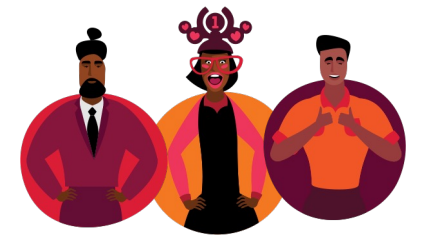


Introspective Question:

1. Did I respect my own boundaries? Was I clear in my own mind about what's okay and what's not okay?

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PASSIONATE

Theme: *Are you Passionate?*

Questions:

- 01 How have we acted on an opportunity? Did we grab it with both hands?
- 02 What have we done to play as a team?
- 03 How do we design experiences that delight customers/colleagues? (Put yourself in the 'customers' shoes)
- 04 Name an opportunity for improvement that we have seen in the last week

Things to think about:

Who is my customer that I need to delight?

PASSIONATE

- 05 We **anticipate opportunities** and act on them **quickly**
- 06 We **design experiences that delight our customers**
- 07 We **collaborate to bring possibilities** to life
- 08 We play as **one team**

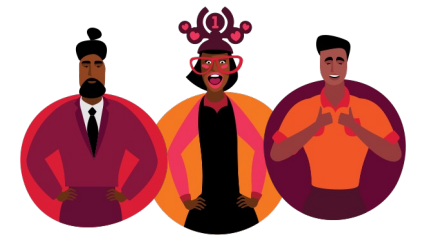


Introspective Question:

1. How have we valued team members recently?

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WELLNESS

Theme: *Mental Health and Personal Check ins*

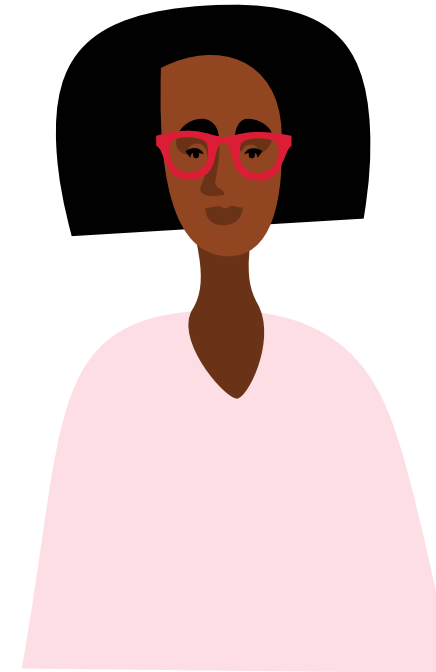
Questions:

- 01 How do I feel at this moment? Both mentally and physically?
- 02 What are some of the actions we can take to take care of our mental health during the day?
- 03 What will I engage in today to bring myself joy?

Things to think about:

What are you committing to?

Practice single-tasking – Focus on one task at a time



*How are
YOU?*

Introspective Question:

1. What is taking up most of my headspace at the moment?

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KUDOS TO YOU

Theme: *ITO Recognition Platform*

Questions:

- 01 Have you received any Kudos lately? Would you like to share?
- 02 How much of virtual currency do you have left?
- 03 Have you given out any Kudos?

Things to think about:

Are we personally taking the time to recognise our own and the team's commitments and effort.

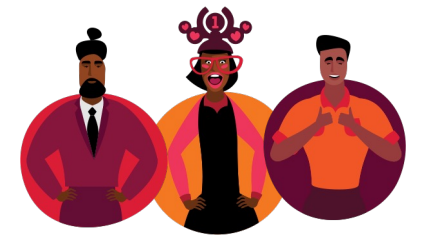
Introspective Questions:

1. What are we grateful for currently?



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READY

Theme: *Are you READY?*

Questions:

- 01 What is something new you are trying to learn? (Personally, or professionally)
- 02 How can you apply what you have learned?
- 03 Do we allow everyone to voice their opinions to create a safe space for new ideas?
- 04 What challenged my thinking this week?

Things to think about:

Do you know **WHY** we are doing what we are doing?
Are we willing to have tough conversations when needed?

READY

- 09 We aren't afraid to **challenge our thinking**
- 10 We embrace **continuous learning**
- 11 We **promote accountable ownership**
- 12 We create **space for new ideas**



Introspective Questions:

1. Did I own my mistakes, apologise and make amends?
2. What is one piece of advice I want to give my future self for next week?