FROM CONTEMPT TO CURIOSITY

Creating the Conditions for Groups to Collaborate Using Clean Language

AGILE CONFERENCE
AUGUST 7, 2018
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Mission: cleanagilecoaching.com

leanpub.com/WhoIsAgile
leanpub.com/whoisusingclean
“Clean Questions should be thought of less as questions and more as **pointers that train attention** to particular aspects of the other person’s mental model. Asking these kinds of questions **stimulates curiosity** and forces us out of the drama triangle, because they stop us from putting in our own beliefs and interpretations… acting as filters so we actually find out what the other person means.”

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Learn more here:
- **Company:** [trainingattention.co.uk](http://trainingattention.co.uk)
- **Recordings:** [cleanagilecoaching.com/recordings](http://cleanagilecoaching.com/recordings)
- **Training:** [cleanlearning.co.uk](http://cleanlearning.co.uk)
GETTING CURIOUS WITH CLEAN

WHEN YOU ARE AT WORKING AT YOUR BEST YOU ARE LIKE WHAT?
WHEN YOU ARE WORKING AT YOUR BEST, YOU ARE LIKE WHAT?

Ask a few of these:

What kind of … ?
Where / whereabouts is … ?
Is there anything else about … ?
What happens just before … ?
Then what happens?
That’s … like what?
GETTING CURIOUS ABOUT CONFLICT

WHEN PEOPLE AREN’T GETTING WHAT THEY WANT - THEY’RE LIKE WHAT?
INTRODUCTIONS:
WHAT ARE SOME CONFLICTS/DRAMAS AT WORK?
WHO’S PLAYING WHAT ROLE?

Persecutor
She’s absolutely useless
He does it deliberately
You’re doing it all wrong

Rescuer
I’m the one who always has to
I’ll do that for you
Can I just suggest?

Victim
Nothing ever changes
I can’t
No one appreciates

The Drama Triangle was devised by Stephen Karpan, M.D.
CONTEMPT & DRAMA

Persecutor
I am OK and you’re not OK

Victim
You’re OK but I’m not OK

Rescuer
I’m not OK because you’re not OK

The Drama Triangle was devised by Stephen Karpan, M.D.
SILENT WORK - WRITE IT DOWN

WHAT ARE SOME DRAMAS YOU ARE IN?

02:00 Silent writing

02:00 Sharing your story
WHO’S PLAYING WHAT ROLE?

Persecutor
She’s absolutely useless
He does it deliberately
You’re doing it all wrong

Rescuer
I’m the one who always has to
to do that for you
Can I just suggest?

Victim
Nothing ever changes
I can’t
No one appreciates

The Drama Triangle was devised by Stephen Karpan, M.D.
GETTING CURIOUS

WHEN YOU ARE IN DRAMA, YOU ARE LIKE WHAT?
WHEN YOU ARE IN DRAMA, YOU ARE LIKE WHAT?

1 person asking, and one answering

Ask a few of these:

- What kind of ... ?
- Where / whereabouts is ... ?
- Is there anything else about ... ?
- What happens just before ... ?
- Then what happens?
- That's ... like what?

Now swap
WHAT ARE THE COSTS OF DRAMA?

Costs to yourself?

To others?

To teams?
Before anything else, get curious!

Clean questions help to train your attention.
MOVING FROM DRAMA TO CALMER THROUGH CURIOSITY

1. SEEK FEEDBACK
2. TAKE ACTION
3. FOCUS ON OUTCOMES

CleanLearning Connections At Work, LLC
<table>
<thead>
<tr>
<th><strong>Self Awareness</strong></th>
<th><strong>Give &amp; Receive Evidence</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Act and Observe</td>
<td><strong>Based Feedback</strong></td>
</tr>
<tr>
<td>Focus on Outcomes</td>
<td><strong>Notice What’s Actually</strong></td>
</tr>
<tr>
<td>Stay Curious</td>
<td><strong>Happening</strong></td>
</tr>
<tr>
<td></td>
<td><strong>What would you like to</strong></td>
</tr>
<tr>
<td></td>
<td><strong>have happen?</strong></td>
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<tr>
<td></td>
<td><strong>Use Clean Questions</strong></td>
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</tbody>
</table>
CREATING #DRAMAFREE TEAMS

1. Name and acknowledge drama
2. Identify contempt and move to curiosity
3. Identify what is actually happening
   separate evidence from inference
4. Ask “What would you (or I) like to have happen?
5. Agree on an evidence-based action that gets you more of what you want
WHAT’S ONE THING YOU CAN DO NOW TO MOVE FROM CONTEMPT TO CURIOSITY?

Questions and Discussion
DRAMA FREE TEAMS AND ORGS

- Congruent behavior in consideration of self, other, and context
- Inquiry with clean questions becomes standard in every nook of the business from sales to hiring
- Ease in giving feedback and stating what’s there
- Getting on with the work, sparing energy previously put on drama
- More equal participation and engagement
COMPREHENSIVE USES OF CLEAN IN BUSINESS/IT

- Meetings/Standups
- Planning Sessions
- Modeling a product/design
- Strategy
- Project management
- Project kick-offs / project team alignment
- Maintaining a balance/working under stress
- Product reviews & feedback
- Leadership development
- Routing out assumptions
- Interviewing stakeholders
- UX research
- Hiring
- Sales
- Developing/pairing/mobbing
- Peer coaching
- Retrospectives
CASE STUDIES AND BLOGS

Clean Applications in Business, Coaching, Facilitation, and IT

Hiring Interviews  http://bit.ly/Listen4meta4
Listening to the Customer  http://bit.ly/ListenToCustomer
CONNECTING TO LEARN MORE

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#cleanlanguage #cleanforteams

Facebook Groups: Clean Language And Agile

Clean Language and IT: www.cleanagilecoaching.com
TRAINING AND WORKSHOPS

Internationally:  https://cleanlearning.co.uk/events
Please log your feedback in the Sched app!
THANK YOU FOR PARTICIPATING!

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**Location**

Where is ... ?
Whereabouts is ... ?

**Attributes**

What kind of ... ?
Anything else about ... ?

**Moving Time Forward**

Then what happens?
What happens next?

**Moving Time Backwards**

What happens just before ... ?
Where could ... come from?

**Metaphor**

And that’s ... like what?