

Three Questions for Action

Keep Drop Create

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| Useful for: | Improve an activity or process; evaluating a meeting or document |
| Time required | 5 minutes – it’s good and it’s fast! |
| Number of people | The Manager and the team |
| Materials required | <ul style="list-style-type: none"> • Whiteboard or three flip chart sheets or for capturing actions • Post-its – up to eight per person |
| Method | <p>1. At a regular team meeting or project meeting, identify an activity or process your team does regularly that everyone would like to improve. [Note: such activities are often identified because someone has used the words ‘In the future we should try doing it this way’.]</p> <p>Divide the whiteboard into three columns/head up three flip charts with: Keep in the first flipchart, Drop on the second, and Create on the third flipchart</p> <p>Ask the team to individually brainstorm all the things they would like to keep about the project, all the things they think they should stop doing (i.e. drop), and all the new things they think they need to create to make it go well. Write one idea per post it, and keep generating ideas until they have three little piles of Keep, Drop and Create post-its in front of them.</p> <p>2. Ask them to place their post-its on the relevant flip charts.</p> <p>Notice common agreements on what to Keep, Drop and Create.</p> <p>3. Record team agreements on what you will do differently from now on.</p> |

