

The Listener

Listen to each other's experiences
and practice asking questions

Examine

- Divide the group into narrators and listeners.
- The storytellers either pick one of the selected experiences, or think of an experience themselves that they want to share (remember to use the experiences tool).

Discuss

- All narrators share their experience(s) with the listeners.
- The listeners listen carefully to the experience(s) and then ask questions about the experience(s).
Tip: use the 'Listen, Summarise, Delve deeper'-technique (LSD).
- Keep going as long as there are new questions.

Decide

- The listeners summarize the answers. The narrators indicate whether this is a good summary and supplement where necessary.
- What did you find? What have you learned?
- What will you do with the things you learned today?

For all kinds of experiences



Step 4

Exercise

The Questioner

Dive deeper into your experiences
by talking about them

Examine

- Pick someone to contribute their own experience or an experience from the system. Listen to the contributor's experience.
- Summarise the experience together in a few words.

Discuss

- One by one, pick a question to ask the contributor:
 - 1 *What did you want to achieve? Did it work?*
 - 2 *What surprised you?*
 - 3 *Why do you think it went this way?*
 - 4 *What went well?*
 - 5 *What would you do differently next time?*
 - 6 *What have you learned about your own thinking/learning?*
 - 7 *What qualities did you use?*
 - 8 *How did you feel about it?*
- The contributor answers these questions.
The questioners are allowed to ask more questions.

Decide

- Does the contributor look at the experience differently now? If so, how?
- What did the questioners learn?
- Do you want to do something as a result of this conversation? If yes, then what should be done when by whom? Make a plan together.

For all kinds of experiences



Step 4

Exercise



The Group Maker

Find out the relevant themes
in your ward or department

Examine

- Read the experiences individually.
- On Post-It notes, write down what you think the experiences are about. Use one note per topic and describe the topic in two or three words. Try writing down different topics.

Discuss

- Spread out all notes on the table. Share what you wrote down and why.
- Move the notes that you think belong together into groups (clustering).
- Have a conversation about this. What do the groups mean? Give a title to each group.

Decide

- Conclusion: which themes do you want to work with? Why these?
- What do you take away from this conversation? What do you want to do?

For all kinds of experiences

The background is a solid red color. In the top right corner, there is a light green geometric shape. In the bottom left corner, there is a grey geometric shape. The text is centered in the middle of the page.

Step 4

Exercise

The Poet

Gain new insights by taking
a creative perspective on your experience

Examine

- Read the selected experiences individually.
- Choose an experience that appeals to you, this can be either a positive or negative.

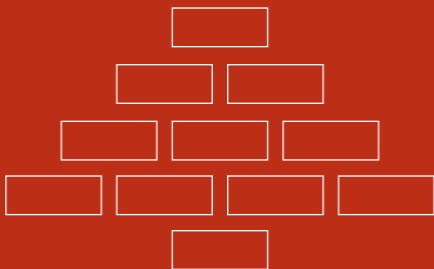
Discuss

- Tell each other which experience you chose and why.
- Choose one experience together to make a poem about. Write down a few keywords about the experience.
- Create a collective poem about the experience in the form of an 'eleven' (see back cover).
- Someone starts with one word on the first line, the next person does two, and so on. It doesn't have to rhyme. Don't worry too much about the result, just enjoy creating it.

Decide

- Read the result aloud. What do you think?
- What does it mean?
What do you want to do with this message?
Who should do this?
- Did this change your perspective on the original experience?

For all kinds of experiences



an "eleven"

The Artist

Gain new insights by taking
a creative perspective on your experiences

Examine

- Read the selected experiences individually.
- Choose an experience that appeals to you, this can be either a positive or negative.

Discuss

- What are the experiences about? Do they have something in common?
- Choose one experience together that stands out. What makes this experience so important?
- Make a drawing together that symbolizes the experience for you. This can be simple or elaborate. In any case, dare to be creative!

Decide

- What do you think of the result? How does this image represent the experience?
- Did this change your perspective on the original experience?
- Did you gain any new insights that can be shared?

For all kinds of experiences



Step 4

Exercise

The Troubleshooter

Investigate an issue
and come up with a (new) solution together

Examine

- Read the selected experiences individually.
- Choose an experience together that contains an issue that you want to work with.

Discuss

- Discuss with each other:
What is the issue?
Why is this an issue?
For whom is this an issue?
- Write down the core of the issue.

Decide

- Come up with possible solutions together.
Can a cause be found for this issue?
Who could help?
- Decide: what are you going to do?
Who will do this and when?

For negative experiences and dilemmas



Step 4

Exercise



The Searcher

Investigate what 'good care' means to you,
and how to do more of it

Examine

- Read the experiences individually.
- Write down three things you like about the experiences on three sticky notes, so one item per note.

Discuss

- What three things did you find?
What do you like about this?
- Discuss which topics belong together and put these post-its together.
Which groups are formed?
Name each group.

Decide

- Which of the good things do we want to do more often?
- How can we make more room for this?
- Can we influence this ourselves or do we need support from others?

For all kinds of experiences



Step 4
Exercise



The Habit Finder

Look for patterns and habits,
and decide which habits to keep and which to break

Examine

- In the experiences, look for situations you recognise.
- Write down the most recognisable habits on sticky notes.

Discuss

- Talk to each other about the habits found and take a closer look at them.
- What do you do because you like doing it?
What do you do because you are used to it?

Decide

- Conclude: what habits do you like?
What habits do you want to break?
- If you want to break a habit:
how do you go about this?

For all kinds of experiences



Step 4

Exercise

The Worry Map

Put concerns on the table,
and discuss how to deal with them

Examine

- Read the experiences individually.
Notice if there are things that concern you.
- Write a note to yourself: "I'm worried about..."

Discuss

- Everyone shares their notes.
- What shared concern comes from this?
Give a name to the shared concern.
- Why are you concerned about this?

Decide

- Decide: Do you want to do something about this concern? If yes: What are you going to do?
- How are you going to do this?
Who will do this? And when?

For negative experiences and dilemmas



Step 4

Exercise

The Quality Explorer

Gain insight into qualities, inspire each other
and promote job satisfaction

Examine

- Read the experiences individually.
Choose an experience that appeals to you the most.
- Write down for yourself at least three personal qualities that you or your colleagues have demonstrated in this experience.

Discuss

- Share your findings. What's it like to hear this?
- What conclusion can you draw from this?
What does this mean for the care in your ward?

Decide

- Conclusion: How can you use this quality even more?
What do you need for this, and from whom?
- What quality would you like to work on yourself?

For all kinds of experiences



Step 4

Exercise

The Talking Picture

Get to know the residents better
by sharing experiences about good care

Examine

- Look at the photos in the experiences individually.
- Pick a photo that you think really says something about the resident.

Discuss

- Share why you chose your photo.
- Choose one photo together to discuss further:
What do you see in this picture?
What do you like about it?
What would you like to know more about?

Decide

- Decide together:
Are you doing the right thing for this resident?
- How can you continue or improve what you discussed today?

For photos



Step 4
Exercise



The Over the Fence Thrower

Gain insight into what needs to be done
when and by whom

Examine

- Read the experiences individually.
- Write down on sticky notes the things you think should be done or changed.

Discuss

- Collect and group all action items by the departments in the organisation that should address them, e.g., upper management, facility management, other disciplines...
- As a group, pick the most urgent action item. Why this one?

Decide

- For the urgent action item:
Who should do something about this?
What should be done?
How will you notice an improvement?

For all kinds of experiences



Step 4

Exercise

More or less

Map where you want to go as a team
and figure out how to get there

Examine

- Read the experiences individually.
- Which experiences do you want to see more of and which do you want to see fewer of?

Discuss

- Share and discuss your individual findings in your group.
- What are these experiences mainly about? Why do you want more or fewer like this?

Decide

- Discuss: what does this mean for the care you provide? How can you ensure that you get more or fewer experiences like this?

For all kinds of experiences



Step 4
Exercise



The Value Explorer

Discover the values you share,
and identify acceptable choices

Examine

- Read the experiences individually.
- Together, choose one dilemma that really means something to you for further investigation.

Discuss

- Who are involved in the dilemma?
- What choices are central to the dilemma?
Which values are associated with this and for whom are they important? (*Tip: use the list of values on the back of this card for inspiration.*)
- How can you deal with this?

Decide

- Decide together how to proceed.
Can you already decide what the best option is or do you need more information?
- What's the next step?

Examples of values

- Likability
- Happiness
- Congeniality
- Honesty
- Health
- Personal growth
- Utility
- Safety
- Direction
- Security
- Collegiality
- Comfort
- Love
- Beauty
- Enthusiasm
- Charity
- Humour
- Teamwork
- Fun
- Wisdom
- Friendship
- Carefulness
- Self confidence
- Dedication
- Listening
- Professionalism
- Respect
- Making a difference
- Passion
- Gratitude
- Compassion
- Courage
- Welfare
- Freedom
- ...
- ...