

TOOL DESCRIPTION

Go-See-Listen



The Go-See-Listen tool involves leaders physically going to the workplace to observe operations firsthand and actively listening to employees' perspectives and concerns.

The goal of using this tool is to build trust so that employees feel they can safely raise important issues. This allows them to initiate improvements freely and without fear and to avoid making mistakes in the future.

This intervention should be conducted with an attitude of openness, curiosity and exploration. The leadership should set enough time aside to really be able to listen and ask enough questions so it can gain a good understanding of the situation. In terms of the conversation, the leaders should ask open questions and encourage employees to think about improvements.

Leaders should do the following:

- Go to the place of value creation (a process for which they are responsible) and listen to their employees to find out how their work is performed, where they think there are problems in the value creation process, what can be improved and what motivates and hinders them.
- Try to keep reminding themselves of the concept of the empty cup. The aim is to listen carefully and ask questions without making judgments or offering solutions.
- Invite their employees to think about improvements to the overall process in an appreciative manner by asking open questions (see attached).

Duration 15–30 min per employee	Participants unspecified	Facilitation no special material needed
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Go-See-Listen | Questions

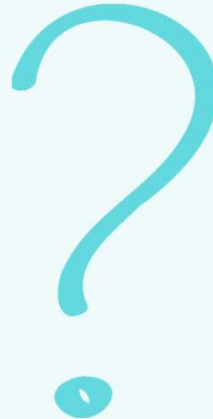
Who is involved?

How do you know what to do?
Who do you ask for advice when there are problems?

How are improvements made? Why?

How are problems identified and dealt with?
(e.g., randomly / systematically)

What motivates/hinders you?
What drains your energy?



What is your main task?

What information/resources are used?

Why is this task/activity important for the overall unit tasks/goals?

What are your biggest challenges/problems at the moment?
(When? Where? Why?)

How do communication and handovers work?