



Team Coaching,
Budapest, Hungary
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Photo credit: SOLworld photos from shared Google drive archive (whoever took the photo, thank-you).

TEAM COACHING WITH THE DOQ: LEARNING WITH THE HUNGARIAN TEAM

by Haesun Moon

Abstract

This team coaching process summarizes the experiential and experimental demo conducted at the 2019 SOLworld Conference in Budapest. Based on the responses of the participants and other feedback, the team coaching model using the DOQ (Dialogic Orientation Quadrant) is elaborated in detail, with useful inquiries and processes.

Introduction

It was both delightful and dreadful when one of the organizing team members asked me to consider doing a team coaching demo at the conference just a couple of hours beforehand. The delight came from the possibility of playing with the DOQ idea with an actual team made up of so many people who can support us; the dread from the possibility of the play turning into a disaster. "Just half an hour," the inviter assured me.

Take a peek at how the DOQ can facilitate team conversations when it matters most.

Making meaningful differences for the moments that matter

“The task is getting people to have more conversations and have them better.”

- HAESUN MOON

Clients never disappoint, I thought before accepting the precious offer to play with a team I'd not met before, in front of a lot of people that I call my mentors, colleagues, friends.

THE BACKROOM

The dread quickly started to fade as I sat in the backroom with Kendra Reddy and Irma Horvath asking “Guys, what should we do?” We made pages of brainstorming notes, and a prototype of what and how we wanted to learn from the team emerged:

- Let's share with everyone, including the audience, DOQ (Dialogic Orientation Quadrant) as part of the process.
- Let's engage the audience as active observers of the process.
- Let's somehow move the team members around the quadrant together to have meaningful conversations.

I can't thank Kendra and Irma enough for being such a dynamic sounding board in helping to construct the conceptual framework, and for thinking to set up the floor model of the quadrant using the carpets in the room!

THE BEGINNING

The team members sat around the DOQ floor model in a circle. There was a flip chart set up at the front of the room, and the audience sat behind them in a fishbowl format. After thanking everyone for agreeing to participate in the team coaching, I asked a favour: that they make this worthwhile for me since I had cancelled a trip to the thermal baths that afternoon so I could do the demo.

Then the first curiosity was posed:

“

I hope somehow you might find this useful, and consider this team coaching as our gift to you for so graciously hosting us. Now, I don't know your team well. What are some first things that you want us (myself and the audience) to learn about your team?

”



Photo credit: SOLworld photos from shared Google drive archive (whoever took the photo, thank-you).

Starting with the first member, we heard from everyone what they wanted us to know about the team: when they began, why they began, what they wanted to see better and different, who came in and out, and so on and so forth. The audience members took notes diligently to be able to use them as a resource for conversation afterwards.

THE BEDROCK OF DOQ

Since most participants were familiar with Solution Focused dialogue, the Dialogic Orientation Quadrant (DOQ) was introduced to the team members and the audience in an abbreviated version:



The second curiosity was then posed, eliciting responses that were a bit more polarized.



Which quadrant would you like to begin with?



This question was prepared in the backroom with the idea that we could get all the team members to travel through the quadrant together. They could visit each quadrant and talk about their experiences. Or so we thought. As we moved from one member to the next, some wanted to start in 'above the line' quadrants, while others felt strongly about addressing the quadrants 'below the line'.

The last member of the team to speak asked, "Why don't we all begin wherever we feel we want to begin?" and everyone nodded.

A brilliant idea! Our clients don't disappoint.



Photo credit: SOLworld photos from shared Google drive archive (whoever took the photos, thank-you).

BRIEF MOVES

"Ok, let's move!" and the team members moved to the piece of carpet that belonged to their quadrant of first choice. Finding little room to stand on the mat, they started asking each other about their experiences at that quadrant wherever they were. Even as people stood next to each other in different quadrants, they were encouraged to have a conversation using the following curiosities or their own:

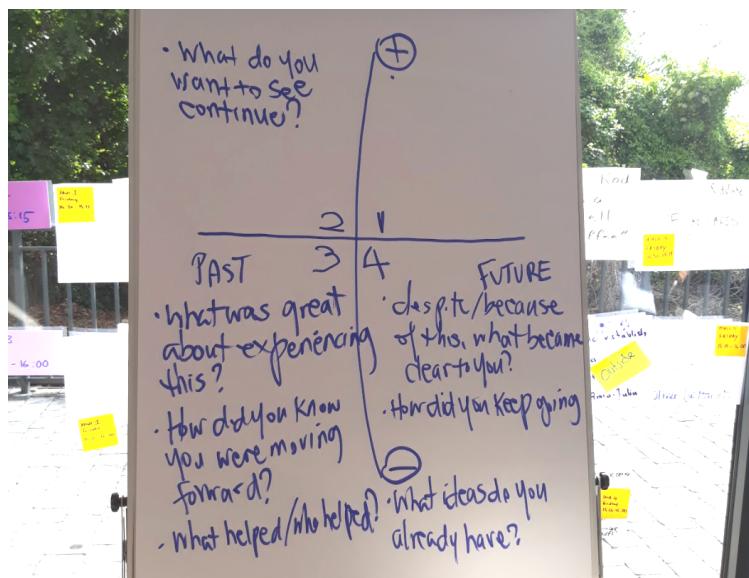
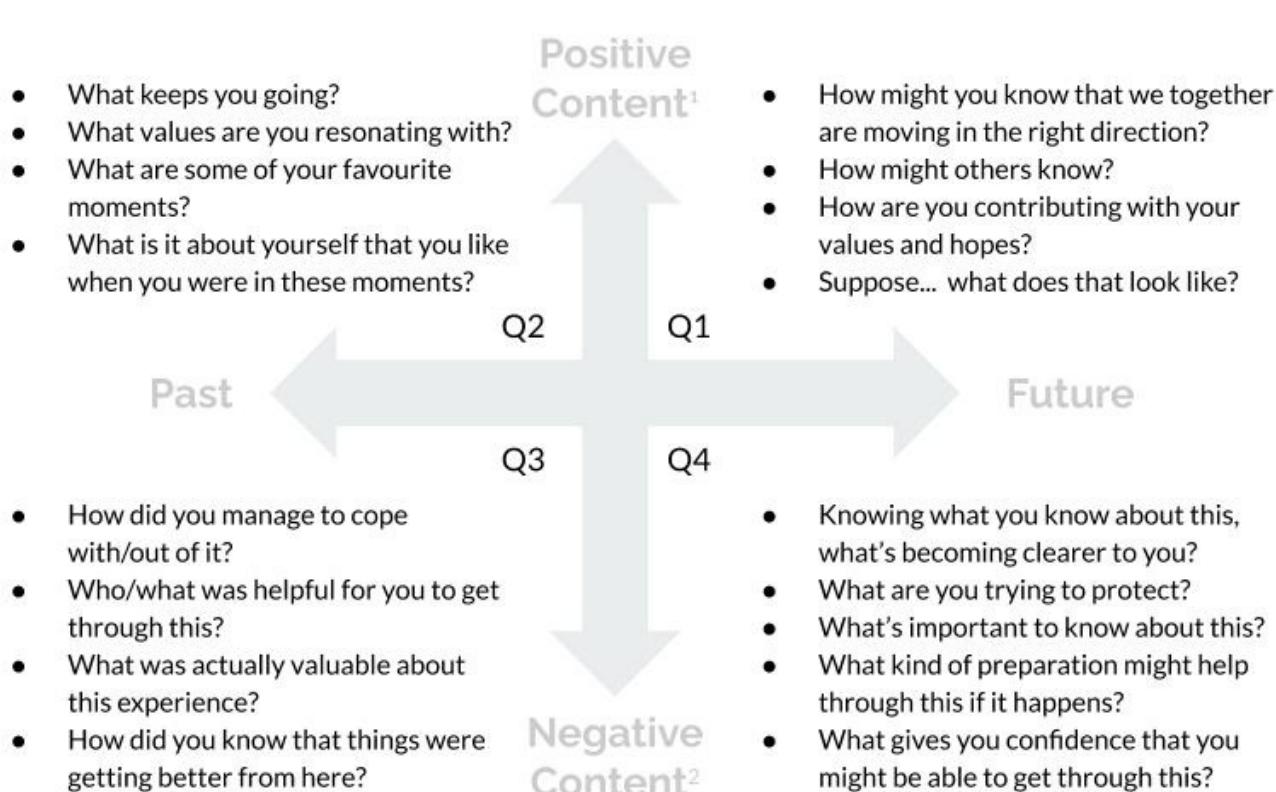


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Something pleasant and surprising happened. The team members naturally began to speak in their native language. Hungarian is a language I know nothing about and many audience members were now with me, simply observing with our best hopes and some slight confusion. When there seemed to be a little gap to interject, a singing bowl sounded along with the invitation to "Move to your next quadrant of choice or stay where you are." After another few minutes of us observing with delight, and one last move to their final quadrant of choice, the team members sounded quite warmed up. Even though (or because) each move was three minutes or less, the team worked hard (not that I know what they talked about).

BACK TO THE CIRCLE

After less than ten minutes of simply dialoguing with one another, the team returned to the circle and the final curiosities were put forward as options:

“

*Now that you have had a chance to speak to one another and hear their stories,
you might have some insights or ideas.*

What are some of your pleasant surprises?

What do you now know that you didn't quite know before this?

What has become clearer for you?

What resonates with you?

What was most useful?

”

Passing along the microphone, the team members shared their reflections. How I wish we had videotaped everything and captured the insights and love shared around the circle. One team member who had a need to explore Quadrant 3 (Troubled Past) got the mic, looked around at the team and exclaimed, "It's the people. They are my joy." Another chimed in with "We should meet like this more often."



**“It's the
people.
They are
my joy.”**

- PARTICIPANT

Photo credit: SOLworld photos from shared Google drive archive (whoever took the photo, thank-you).

BEYOND THE SESSION

As is usually the case with wonder-filled dialogues with friends, time flew. Someone at the back signalled that time was almost up (thank-you), and it was now time to move on with our lives, now filled with many wonders.

“

Now that you have some of these new wonderments, questions, and ideas and so on emerging for you... I wonder how you may continue to notice some signs of progress until we check in again, say in three months or six months.

I would love to hear from you.

”

And there it was, the very first official team coaching process demo with DOQ.

What a precious gift we received from the team! Since then, I have been getting photos and messages from the team members and audience members who started to use DOQ in their team process and training. I am so grateful to the organizer for offering me this wonderful gift to discover together this way of doing team conversations.



Photo credit: Paul Kromkamp from her team session using the DOQ

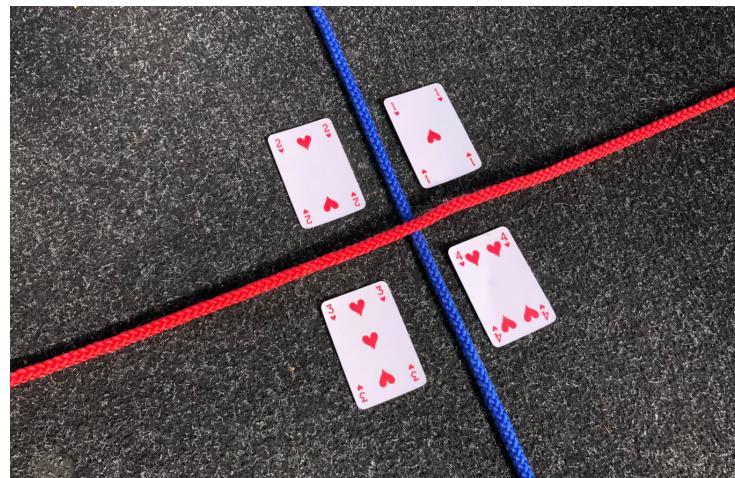


Photo credit: Anton Stellamans from his team session using the DOQ

PLAYING TIPS FOR FACILITATORS

Be creative in your design of the DOQ Floor Model. Use a tape, string, paper, cards, photos, and other available objects - bricolage!

EXPERIMENT

The DOQ is a listening tool. Experiment with different ways to listen to others' stories. What are some useful experiments that the team can do together? What are some areas you want to experiment with?

REMEMBER THE ORIENTATION

Questions orient people's attention. All four quadrants make valuable resources available. How are we orienting others by exploring further?

TRY AT HOME PLEASE

You know it works if you can do it at home. Try some of these conversations at home. It will take a few practice but you'll get there!