

"Yes and..."

The Power of Layering

Want to enable your team so everyone contributes what they know?
A "Yes and..." is for you. You will find more innovative solutions in less time.

WHAT IS "Yes and...":

Ever been in a conversation when someone says "Yes, but...?"

'But' takes away what is said before: "I love you, but...", "You are a great leader, but..."

"Yes, and..." is one of the original communication tools of Learn2. It has been used for over 30 years by thousands of people at all levels, across all industries.

A simple change of one word makes a dramatic difference in collaboration and communication.



WHAT MAKES "Yes and..." SO EFFECTIVE?

The "Yes" in the "Yes, and..." is the power of acknowledgement while the "and" is the power of layering onto someone else's idea. In order to do so, you must LISTEN for the gold in what others say then build on it.

There are 3 types of "Yes, And... Circles:

- (1) Inquiry Circle: Strategic in nature & useful in identifying where to focus
- (2) Idea Circle: Helps generate as many ideas as possible and builds on best/most relevant ideas
- (3) Implementation Circle: Helps develop an action plan based on those great ideas

HOW TO DO IT:

The basic way to run a "Yes, and..." Circle is as follows:

Step 1: Everyone stands in a circle with one person holding the "Yes, and..." ball.

Step 2: As the leader, you begin by asking an open-ended question, ideally using "What" or "How" instead of "Why", then toss the ball to someone in the circle.

Step 3: The person catching the ball responds by saying "Yes, and..." then layers an idea onto what has already been said or shares another idea. They then toss the ball to someone else, who responds "Yes, And..." and layers onto the idea or begins a new idea.

The ball is tossed to everyone in the circle until everyone has had multiple opportunities to contribute.

Be ready to get the ball at any time, keep your hands ready.



Examples for how the 3 types of Yes, And... Circles would work:

Inquiry Circle:

The goal to generate questions to explore a specific purpose.

Example:

How could we re-engage clients?
Which clients are most valuable to connect with?
What are we offering them?

Implementation Circle:

The goal is for team members to create an action plan based on the amazing idea.

How could we implement this idea within the next 30 days?

Don't be a ball-hog. It defeats the purpose of hearing everyone's ideas so pass the ball around to everyone and don't use "But" as it kills off ideas and makes you look like a negative person.

Idea Circle:

The goal is to generate great ideas by layering on other's ideas.

Example:

How could we more effectively convert potential clients?
What could we do to increase awareness of...?

Pro TIP: The best questions are "What could" and "How could" questions as they focus on the result and open up new possibilities.