

The Post-it™ method

The background features several stylized human figures in blue and orange, some with arms raised, suggesting a collaborative or celebratory atmosphere.

The Post-It™ Method was introduced to us by one of the project team members. Using Post-it™ notes helps set members to prepare questions as the presenter tells their story and then allows the presenter to organise the questions as appropriate to help them prioritize and prepare their responses.

It's simple but highly effective and enables the presenter to continue to review and reflect on the questions posed after the set meeting. To ensure consistency in our approach all the facilitators were trained on using of this method.

How does it work?

- Set members bid for time - they indicate they have an issue to present.
- The facilitator schedules time slots according to the time available and number of presentations.
- The presenter tells their story while set members listen and form questions relating to the issue - one per Post-it™.
- After the presenter finishes the facilitator invites set members to offer their.
- Each member responds by writing one question on a Post-it™ note and then hands the question to the presenter.
- The presenter may choose to answer any questions that set members wish to ask for clarification purposes immediately, if that is appropriate. This could include factual details that will help set members formulate useful questions.
- The presenter may group, categorise or discard questions as they see fit and when ready will address the questions that they wish to answer in the order they wish to respond. Set members may probe and follow up on responses.

Who does what?

The **Presenter** presents their issue, responds to questions and seeks to commit to an action or actions to take back to their workplace.

The **Facilitator** allocates and manages time, helps the questioning process run smoothly and intervenes if presenters are being bombarded, interrogated or if any behaviour is displayed which might be unhelpful in supporting the presenter to find their own way.

The **Set Members** are there to support and challenge presenters appropriately, helping them to explore their issue. They ask helpful questions with a focus on trying to provoke insight for the presenter rather than solely seek clarification for the set member and avoids “telling” and “advising”.

It doesn't end there...

Learning will take place during the set as questions are posed and answered then following the meeting members can reflect, revisit their experience and explore it in greater depth in a process of continuous learning.