I LIKE/I WISH

I Like/I Wish is a simple tool to encourage open feedback where each team member expresses what they like about the way the team is functioning, and what they wish were different. Feedback is best given with I-statements. For example, "I like how we broke our team into pairs to work," or "I wish we would have met to discuss our plan before the user testing." Use the worksheet on the next page during periodic check-ins and see if it works for your team. You might like to have these sessions regularly, for example every last meeting of the month. Or you might like to have them on as-needed basis, after your team passes a stage of decision-making in the innovation process, or narrowing options, which often bring up tensions.

Instructions:

❶ **Set aside dedicated time** 30-45 min for your team to do this exercise.

❷ **Fill out worksheet.** ~10 min for each team member to fill out the worksheet. It is helpful to keep statements short and actionable.

❸ **Share out "I Like".** Go around in a circle and have each team member share things they like about the team (e.g. how well it's working, the dynamics, accomplishments, etc.)

❺ **Share out "I Wish".** Go around again and have each team member to share what they wish for the team (e.g. starting on time, more social time to catch up when meetings start, etc.)

❻ **Give individual feedback & capture trends.**
(First round: I like) The first person to go shares what s/he likes about her/himself working in this team. Continuing in a circle, each team member shares what he or she likes about the first person. For example: I like how you dedicated you are to this project, it is inspiring.

(Second round: I wish) Next, the first person to go shares what s/he wishes were different about her/himself working with the team. For example: I wish you were more open to different ideas during brainstorming. Continuing in a circle, all others share what they wish were different. There is no need to respond to the feedback given; after each statement, it is OK to move on. If you feel that you need to have closure with a particular person, you can talk to them at length offline. When giving and receiving feedback, remember the intention: *to make the team work better*. It is your judgment call whether to bring up certain points in a group – or individually with the person concerned. Feel free to take notes on your handout.

(Continuing with the rest of the team) Continue with the remaining team members to give a round of "I like" and a round of "I wish" feedback, starting with the person sharing their "I like" and "I wish" about her/himself in each round. Each team will have a different pace, but keeping feedback given to each person under 10 minutes might help with keeping it concise and productive.

❼ **Reflect.** Take a moment to feel how this session went for your team. Have a conversation to debrief. You might like to discuss how this process worked or didn't work for your team and how you might adapt it for other sessions. Sometimes, going out for a meal or tea as a team after the feedback session might be a good way to wrap it up. Other times, people might feel that they need alone time to process the feedback they have just received.

[Thanks to Julian Gorodsky, PhD, "d.shrink" at the d.school for conceptualizing and sharing this exercise]

TEAM

I LIKE…

I WISH…

HELLO
my name is

You!

I LIKE…

I WISH…

Team members:

HELLO
my name is

I LIKE…

I WISH…

HELLO
my name is

I LIKE…

I WISH…

HELLO
my name is

I LIKE…

I WISH…