



4 PLUS 1 SCRIPT

Your Team 15 for today is the 4 plus 1 questions tool. This is a great tool to help people come together and look back over something that they've been trying over time, and think about what's been tried, what's been learned – and then use this information to decide what to do next. The tool can be used to reflect on any situation; so it can be used when you're supporting somebody, or a completely unrelated work-based activity. And this tool gives us a very structured way for everyone to be listened to, and to describe what they've learned – and then used to review how things are going and plan further actions.

So there are four questions that you ask first of all in the tool, and the first one is 'What have you tried?'; and in that section, you need to make sure that you've captured enough detail. The second question is 'What have you learned?'; and this is the new things and new information that you've found out that's going to be useful in the future. The third question is 'What are you pleased about?'; so this is a space where you can celebrate success and identify achievements, which is fantastic. And the fourth question is 'What are you concerned about?' – this encourages people to think in a safe space and talk about the things that concern them, and identify areas that they might want to change or take action on.

Then finally, you use all the information from the four sections to look at the 'plus 1 question,' which is 'What do we need to do next?' So this is the forward-thinking part of the tool, this is where you're going to develop some smart actions to move on from the learning that you've just had.

