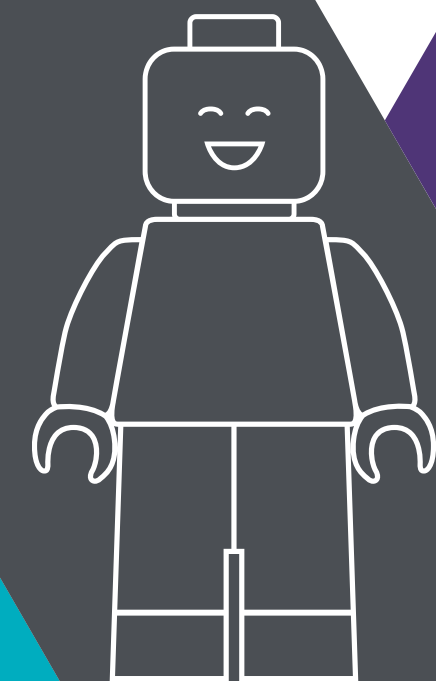


LEGO® SERIOUS PLAY®

Creating deeper insights

Client Talk[®]
Where strategy meets people

All answers from the LSP: Open
Source/Introduction to Lego® Serious
Play®



What is Lego® Serious Play®?

The LEGO® SERIOUS PLAY® method (LSP) is a facilitated **thinking, communication and problem-solving** technique for organisations, teams and individuals. It draws on extensive research from the fields of business, organisational development, psychology and learning, and is based on the concept of “hand knowledge.”

Client Talk's approach

Turning up the dial on active listening

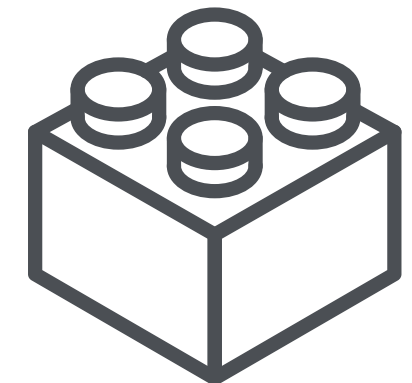
All our Lego® Serious Play® facilitators have been trained by The Association of Master Trainers. They are also accredited coaches. This is unique in the industry and means we maximise the experience and learning of participants.

Coaching powered

We use team coaching techniques and an understanding of group dynamics to create high performing individuals and teams. We use Lego® Serious Play® to facilitate deeper learning in teams and help you achieve your goals.



Certified Facilitator
LEGO® SERIOUS PLAY®



When and why use?

LEGO® SERIOUS PLAY®, at its heart, is a method for the **facilitation of dialogue and constructive communication within groups of people known or related to each other. It is based on the belief that everyone can contribute to the discussion, the decisions and the outcome.**



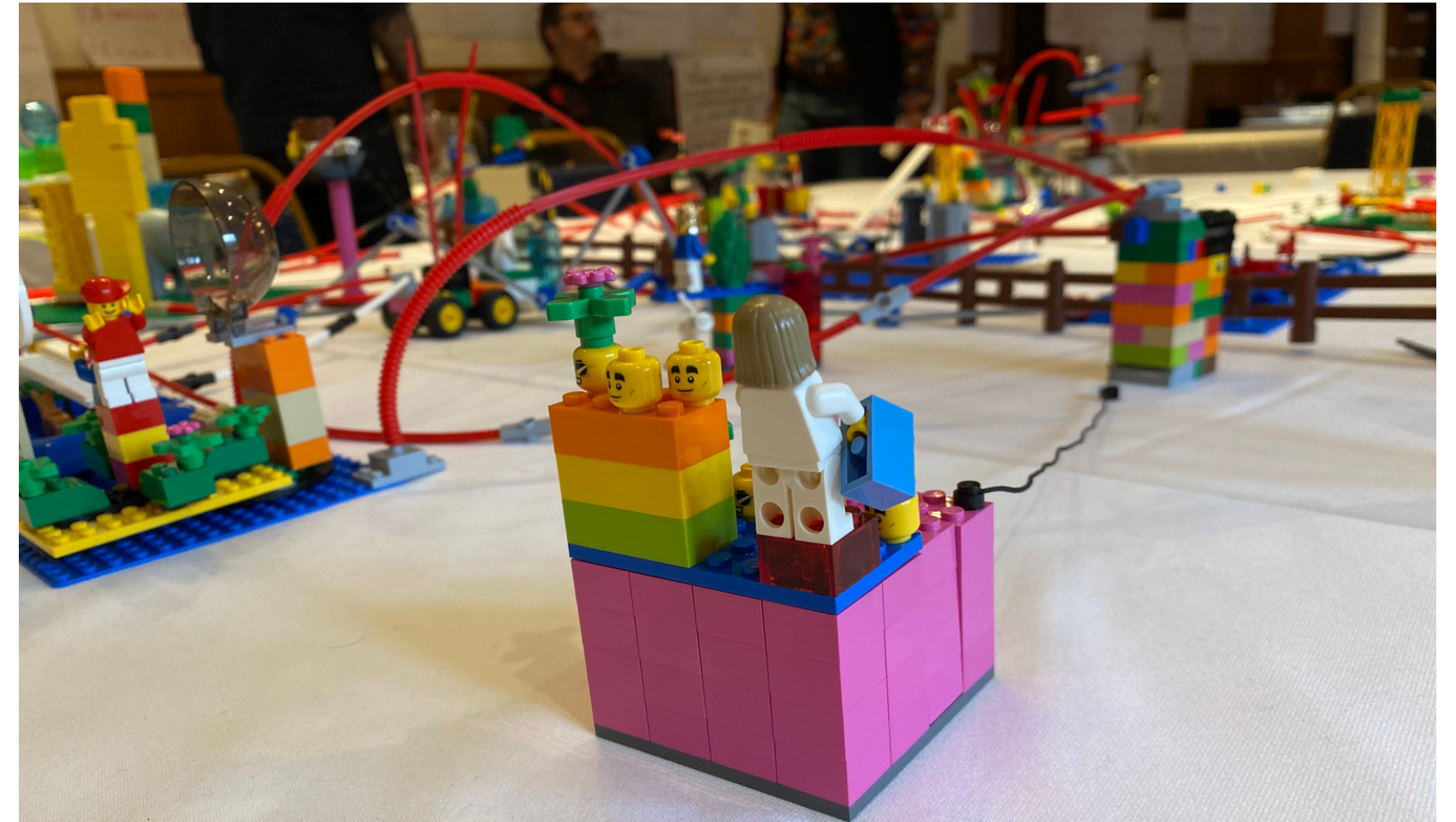
It is best suited to:

- Team building where a group of people work together (but do not necessarily know each other very well)
- Working out the best solution to a shared problem
- Strategy development, where all relevant individuals get the opportunity to contribute their vision of the aims and challenges, and consolidate these with the ideas of others
- Creating a shared mindset about something
- Understanding each other's points of view on a deeper level
- Having effective and constructive discussions where everybody is heard
- Unleashing creative thinking

What sits behind Lego® Serious Play®?

The basic values state that:

- ◆ The **answer is in the system**. Therefore, the LEGO® SERIOUS PLAY® method is all about participants expressing themselves and listening to each other.
- ◆ The **multitude of contributions to the dialogue is the important part**. The method has the overall goal of getting participants to express their reflections and thoughts — never to produce ‘correct’ answers or facts.
- ◆ There is **no ONE right answer**. Everyone has different views, and this is a good thing. The process enables these different perspectives to come out in the open without anybody saying which is ‘right’ or ‘wrong’.



- ◆ Based on knowledge about how people and groups best learn and develop
- ◆ Ensures people take ownership of their own learning
- ◆ The facilitator is responsible for ensuring participants are in flow so they can get the most from the process

FAQs

What is hand knowledge?

Our hands are connected to between 70 to 80 percent of our brain cells. Our brains are limited in how much information they can consciously handle at one time, the so-called working memory. But with the **help of all the neural connections in our hands we “know” a lot more at any given moment than we think we know.**

Do I have to be creative?

No. This isn't about what the end product looks like – it is about what the bricks represent. LSP uses the **bricks as metaphorical elements.**

Can't we just buy some Lego and do it ourselves?

- LEGO® SERIOUS PLAY® workshops should always be run through facilitation. Facilitating a LEGO® SERIOUS PLAY® workshop is a **skill and a craft.** Facilitation in the LEGO® SERIOUS PLAY® context prescribes a certain way of handling the process.
- The facilitator's task is to get the group's dialogue to serve its purpose and make the participants capable of expressing the reflections and ideas that are needed for the group to reach their goal (for example, to resolve their issue, to plan their strategy, or to implement company values). The **role of the LEGO® SERIOUS PLAY® facilitator is, therefore, to make the reflection and dialogue processes easier.**
- The facilitator's main task is to help the participants express themselves, listen to each other, and take each others' reflections into account.

FAQs

LEGO® SERIOUS PLAY® is a method and a tool for making interventions in organisations, on the management level – creating the company strategy, or developing the organisation’s values – or on an employee level – helping teams work well together, or implementing organisational values.



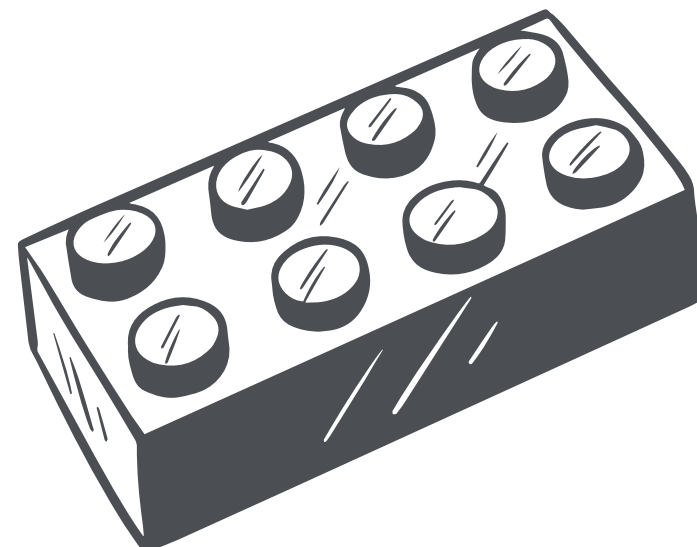
What are the benefits of an external facilitator?

- ◆ In organisations every intervention has the goal of affecting the system (the system being the people that make up the organisation and their relationships to each other). You affect the system because **you want it to move forward, change and develop**. Designing such an intervention is a skilled task, requiring experience and insight.
- ◆ It has been observed and established that when managers within an organisation try to create interventions, they are **just as much a part of the system as the people they are trying to affect** – and therefore they cannot see the needs of the employees clearly enough to create the right intervention.
- ◆ Being part of the system yourself will make it **very difficult to know which questions will invoke the right reflection process**, and ultimately the wished for change process.

How big can workshops be?

A LEGO® SERIOUS PLAY® workshop typically involves **four to eight people**. Groups of more than eight tend to be too big, so that the process of going round the table hearing about constructions might become tiresome (or might put pressure on individuals to speed up), and can make it difficult for participants to remember all of the meanings and stories.

A workshop can involve as few as two participants, although a group of four to eight is optimal – bringing the energy of different people and more ideas.



Options for bigger groups can include:

- Multiple facilitators, we can accommodate bigger groups where we have more than one facilitator leading discussions
- We have held sessions for partner conferences and away-days for more than 100 people. These sessions are informed by LEGO® SERIOUS PLAY® methodology, but require groups to reflect without a facilitator on the table.



Testimonials

“

The session was a great success - I received so much positive feedback!

”

Top 20 Law Firm, Team Away Day

“

Really enjoyed the Lego Serious Play - forcing us to be creative and think further

”

Participant in a Business Development Skills course



Contact Us

+44 (0) 208 092 6650

info@clienttalk.co.uk

www.clienttalk.co.uk

