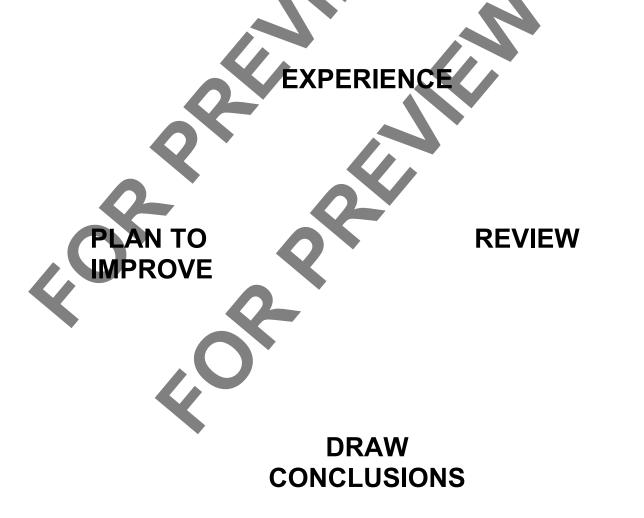


## Quantum Leap Improvements

This exercise is in two parts. In the first part you will work on your own for about three minutes. In the second part you will work in pairs, with each person exploring their experience, guided by the other person, for about six minutes.

Don't forget to refer to the Quantum Leap Improvements circle below.



### Quantum Leap

### Improvements

### Part 1

Think of an experience you have recently had. It might be something that worked surprisingly well, or something that disappointed you in the way you handled it or in the outcome.

Make some notes below about what happened, who was involved, what your role was, what your desired outcome was.

### Quantum Leap Improvements

### Part 2

Now pair up. Describe your experience to your partner and let y our partner help you explore it.

1. REVIEW THE EXPERIENCE

What was the experience? What actually happened? What did you say? What did you do? What were you trying to achieve? Who else was involved? What did they say and do?

#### 2. CONCLUDE

In retrospect, what did you personally do that worked well? What did you do that could be improved on? How? What else could you have done in order to achieve a better or more satisfactory outcome?

3. PLAN Bearing this in mind, what will you do next time you face a similar situation?

## Avoiding Mondayitis

# Make work enjoyable and more satisfying

Tick off the characteristics in the following list which apply to you

WHAT PEOPLE HATE ABOUT WORK

Red tape and bureaucracy

Criticism and Blame

Conflict

Lack of success

Lack of focus

Unrealistic goals and deadlines

Feeling powerless and unimportant

Boring, repetitive work

"Fighting a losing battle" syndrome

Other:

Other:

## Avoiding Mondayitis

# Make work enjoyable and more satisfying

Tick off the characteristics in the following list which apply to you

WHAT MAKES PEOPLE HAPPY TO COME TO WORK

Clear goals

Recognition

Information – knowing the "big picture"

Learning

Progressing

Feeling they are contributing and thus important

Other:

Other:

Other:

Other:

Other:

