

**KACIK CONSULTING SERVICES, LLC**

**PROFESSIONAL GROWTH ARTICLES**

HELPING LEADERS, INDIVIDUALS AND TEAMS  
LEARN, COMMUNICATE & CONNECT



**KCS**

Joy Conley Kacik

Career and Leadership Coach  
Team and Leadership Consultant



Forward



Share

## What's Working Well & What Could Work Better?

A Recipe for Leaders to Explore with Their Team

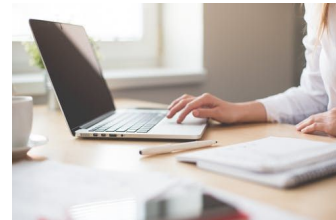
January 2023



If you ask these two questions, "What's working well?" and "What could work better?" you'll have a gold mine of helpful information.

If you lead a team, when you want to:

- Step back and reassess
- Find the gaps that need to be addressed
- Help your team
- Improve processes and procedures
- Find ways to make things more efficient and/or effective
- Find cost savings
- Improve the culture



## KACIK CONSULTING TRAINING

**Book Your  
Webinar or  
Virtual Training  
event TODAY!**

Click [Here](#) to Email Joy  
for Details

**BE YOUR BEST  
WITH OUR  
SPECIALIZED TOPICS:**

1. Handle Difficult Conversations with Confidence
2. Quick-Start Your New Leadership Role: Position Yourself for Success
3. Be a Strategic Thinker and Decision Maker
4. Stress is an Inside Job!
5. Coaching & Mentoring

- Improve working relationships
- Improve employee morale

It may seem overly simple, but these two questions are the place to start.

**I'm sharing with you one of my best techniques as a consultant. This is generally where I start, - with these two questions, then asking follow-up questions and then asking, how can I help or what would make it better?**

**See at the end of this article, a note about when to use a consultant vs. doing this yourself.**

**Here are some tips for using these questions:**

1. **Listen only** and ask follow-up questions. Be a recorder of information.

2. **Resist turning it into a conversation or sharing your own thoughts.** Be genuinely curious and as Stephen Covey says in his book, 7 Habits of Highly Effective People, "*seek first to understand, (then to be understood).*"

3. **Ask people these questions individually and not in groups.** It tells them their individual thoughts and ideas matter and it gets information from those more introverted folks who either wouldn't share in a group or might be more guarded in what they say. In general, it also prevents any competition, disagreement, reluctance etc., that could occur if you were to ask the questions in a group.

4. **Let them know why you are asking** and what you're going to do with the information you gather.

Skills

6. Everything is Negotiable  
- Do It Skillfully!

7. Results Leadership  
(Part I & Part II)

8. Leadership Skills

9. Public Speaking &  
Presentation Skills

10. Effective Time  
Management Skills

11. Running Effective,  
Time-Saving Meetings

12. Working Effectively With  
Your Manager

13. Networking -  
Opportunities for You  
Personally and for Your  
Organization

14. Transitioning Into  
Retirement

15. Get Them There Better  
and Faster; Coaching &  
Mentoring Skills

16. Thoughtfully Choosing  
Your Approach to  
Conflict

17. Mediation Skills for  
Employee Conflicts

---

***Are you seeking a  
PROMOTION  
or perhaps  
A NEW ROLE  
in or outside your  
current organization?***

***Take Advantage of  
a COMPLIMENTARY,***

5. **Create a report to share back what you**

**heard.** Report it in themes you heard and refrain from listing individual comments which can result with people just scrambling to figure out who said what which is definitely not a positive dynamic.

6. **If there is an individual comment that is really worth sharing, ask the individual for their permission to share it, but don't use their name.**

Build trust by protecting the anonymity of those who shared their ideas with you.

7. **Your report needs to include** what the next steps are with the information, how they will be included in developing solutions and how you will keep them informed. Next steps may very well include discussions from this point with the whole group before you proceed with solutions, otherwise you can end up creating solutions that just create new problems.

8. **Be sure to report all the things that are working well!** This is critical in building team cohesion and recognizing accomplishments, successes, hard work and commitment. It is also important to make note, therefore, of what things you want to see continue so you don't accidentally "throw the baby out with the bathwater" so to speak.

Folks appreciate being asked and it encourages them when they feel heard. Be thoughtful with your report and consider reactions and consequences so it can be used as a positive force toward team-building, trust-building and letting people know they've been heard and that you care about addressing what isn't working and what's getting in their way. Removing obstacles helps you gain the trust and confidence of those you lead.

**NO-OBLIGATION  
COACHING SESSION!**

[CLICK HERE TO  
EMAIL JOY!](#)

***I am an  
experienced  
career coach.***

I work with folks early career all the way to C-Suite individuals seeking a new position or promotion, internally or externally, and those starting a new role. Let me share a little about the process I use to help you land in the RIGHT job and then start strong to show that you were the right choice!

***First,*** I will work with you to understand and help you get clear about what you want.

***Second,*** I am skilled at helping you uncover strengths and skills you don't recognize in yourself. I'll show you how to dig deep and raise your awareness of the value you bring to a potential employer.

***Third,*** it's not enough to recognize your value. I will help you develop your "elevator pitch" and learn how to characterize and communicate your value, skills and strengths in ways that cause networking contacts, interviewers and hiring managers to sit up, take notice and remember you in a very positive way.

***Fourth,*** I will show you effective ways to broaden your network and open doors.

***Continually,*** I will be a thought partner through your

## Good Luck!

If you do this and would like a thought-partner to bounce ideas around with, reach out to me for a complimentary call.

## A note about when to use a consultant rather than doing this exercise on your own:

Organizations and team leaders reach out to me often to support them in moving things forward, particularly when there is conflict, confusion, too many ideas and disagreement over how to proceed, etc. I know from experience, when I ask these questions as an outsider, people tell me things they wouldn't say to each other or the boss. Often times, I am able to get the real scoop about the source of some of the issues. I hear about conflicts between individuals, how cliques are affecting the team, the politics involved, where the leader is part of the problem and much more. I also have the ability to be strategic in how I write the report to lead into some facilitated work with the team. **If you have some concerns about the situation, as opposed to just wanting to do some positive work on how things can be better, reach out for a complimentary call with me.**



**Joy Conley Kacik**

Joy is a conference speaker, team and leadership development consultant, customized trainer and facilitator and a Certified Professional Coach with expertise in personal career coaching, job offer and salary negotiations and executive coaching.

job search or promotion process and beyond. I will help you strategize for interviews, serve as a consultant in preparing for and negotiating job offers, and walk you through a process to prepare for your first days on the job and make onboarding a tool you use to fast-track your success in the first few months.

**Reach out for a complimentary call and let's chat.**

## KCS ARTICLES LIBRARY

### ARTICLES ARE FREE TO DOWNLOAD AND SHARE!

Since 2016, Joy has been publishing monthly articles to address everyday challenges in the workplace which are common to many. Often, topics come from you, her readers and clients. These articles are designed to help you, your direct-reports, peers and leaders. Feel free to download and share them.

Click [here](#) to go to the library!.

As an Insights Discovery® licensed practitioner, Joy provides clients the added value of the Discovery® Portfolio of tools when working with individuals, teams, leaders and organizations to create inspiring visions for collaborative, cohesive teams to produce superior results.

[www.kacikconsulting.com](http://www.kacikconsulting.com)  
[joykacik@kacikconsulting.com](mailto:joykacik@kacikconsulting.com)  
[| View LinkedIn Profile |](#)



---

*Copyright © 2016 Kacik Consulting Services, LLC, All rights reserved.*

**Our mailing address is:**

2408 West Street  
Brookfield, VT 05036

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#)

---

This email was sent to <<Email Address>>  
[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)  
Kacik Consulting Services LLC · 2408 West Street · Brookfield, VT 05036 · USA

