

# Turbo Charge Your Organization with ‘Yes, and . . .’

## Overview

As a non-profit, you are often figuring out how to do so much with so little. One of the best resources you have are your staff and board. How do you ensure that you are getting the most out of your constituency, and ensuring that they feel included and engaged?

In this workshop, Andrew McMasters, founding Artistic Director of Jet City Improv, leads participants through using the lessons of ‘yes and’ (accepting and building on offers) to: build inclusion, drive engagement, and create a personal connection with your organization and its mission.

### **Webinar**

**Turbo Charge Your Organization ‘YES, and. . .’** with Andrew McMasters

<https://vimeo.com/263391163>

Date: April 3, 2018

### **In this webinar you’ll learn:**

- Overview of ‘Yes, and...’ to build inclusion
- Practice engagement strategies
- Tools to create a personal connection with your organization and its mission

### **Presenter**

***Andrew McMasters, ImprovMindset***

Andrew McMasters has 25 years experience as an actor, trainer and arts leader in the Seattle area. He has an MFA in Drama and a certificate in Arts Management from the UW, and has served on multiple non-profit and community boards. He is at the intersection of arts, culture and business, currently running his own training and leadership development company: ImprovMindset.

### **Resources needed**

1. Computer. We recommend you download the webinar onto the desktop so that you aren’t relying on the Internet.
2. Projector/screen or HD television.
3. Handouts & Tools – [Presentation Slideshow](#) & [Exercises for “Yes, and” Handout](#)

## Discussion Guide

### Key questions

- Do you feel like people in your organization are not fully aligned on action and purpose?
- What is 'Yes, and...'?
- How do you make an active change from 'Yes, but...' to 'Yes, and...'?

### Clips of video

#### 08:08– 13:43 – **What is 'Yes, and...'?**

Andrew talks about the importance of 'yes, and...'. It's about listening, accepting, and building an offer.

- What is a 'yes, and...' offer?
- How does your organization build on the 'yes, and...' skill in meetings?

#### 13:49-18:14– **Practicing the 'Yes, and...'**

Andrew talks about practicing saying 'No' and 'Yes, but...' as part of the building blocks of improvement.

- Practice the two skills; saying 'No' and 'Yes, but...'
- What does 'Yes, but...' mean and how does it sound to others?

#### 18:14-27:10– **How can 'Yes, and...' work in your organization's meeting?**

Andrew discusses how we often listen to solve instead of listening for content. Respond to something that someone said and say "this is what I heard...". This helps to understand the root issue.

- What are the styles of listening?
- What is the difference between a 'Yes, and...', 'Yes, and but...', and a combination of the two at a meeting?
- When I leave a meeting, how do I feel and do I feel like I'm being heard?

#### 27:10- 28:09– **What does the 'Yes, but...' cause?**

Andrew talks about what feelings this causes; lack of trust, loss of connection, "why bother when it's all negated?"

- How can I help my organization to say 'Yes, and...' and continue keeping people involved?

#### 28:10-33:07– **What tools can I use to help people to continue saying 'Yes, and...'?**

Andrew addresses the tools that can be used to help people to continue to say 'Yes, and...'. Move from the realm of impossible into problem solving.

- What are some tools to keep people engaged and grow?
- How do you help someone accept and build?
- What are the Toyoda 5 Whys?

#### 33:07-40:36– **How do you make an active change from 'Yes, but...' to 'Yes, and...'?**

When you find yourself feeling as if you are blocking offers, try reframing with: "Here's what I like about that...". Everything is an offer.

- How do you let someone know that you heard them?
- What is the flight or fight response?

#### 40:36-44:38 – **What are the key components of 'Yes, and...'?**

*Andrew challenges us to say ‘Yes, and...’ for an entire day and see where it takes you. Be aware of the offers you block. It’s an investment in leadership and shows appreciation for what others have brought to you.*

- How do we listen?
- Do we accept the ‘yes’?
- How do I build on top of it?
- Everything is an offer and how can I learn from this?

**Actions to take the next step**

- Challenge your staff to use ‘Yes, and...’
- Use the 3 games to practice saying ‘Yes, and’, ‘Yes, but’, and ‘No’
- Practice these skills in a meeting with your team or board so they understand what it feels like when their ideas are negated.

**Resources for further information**

Website: [www.ImprovMindset.com](http://www.ImprovMindset.com)

Boards in Gear webinar: <https://vimeo.com/255474261>

Giving and Receiving Feedback for Supervisors webinar: <https://vimeo.com/263421354>