

Living Your Values: Building Engaged, Inclusive, and Recognised Teams

Module Discussion Guide

Module 1: Foundations of Effective Communication

Duration: 70 minutes

Timing & Flow:

- 0–10 min: Welcome & Scene Setting
- 10–25 min: Core Concepts – Communication Gaps & Active Listening
- 25–45 min: Activity – Said vs Understood
- 45–60 min: Reflection & Discussion
- 60–70 min: Wrap-Up & Action Planning

Objective:

Understand how communication shapes culture and explore the difference between what is said and what is understood.

Facilitator Script:

- Say: “Let’s start by thinking about how communication shapes our day-to-day culture. Can anyone share a recent example of a misunderstanding?”
- Ask: “What could have made that communication clearer or more aligned with our values?”
- Tip: Allow silence—participants often reflect deeply.

Activity / Exercise:

Said vs Understood – One participant describes an image; others draw it. Debrief differences and explore how tone, clarity, and assumptions affect understanding.

Reflection Prompt:

When has poor communication caused confusion or tension at work?

Key Takeaways:

- Effective communication builds trust
 - Active listening strengthens engagement
 - Reflection improves alignment
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Module 2: Living Your Values

Duration: 70 minutes

Timing & Flow:

- 0–10 min: Introduce Values in Action
- 10–25 min: Core Concepts – Observing Behaviors
- 25–45 min: Activity – Values-to-Action Workshop
- 45–60 min: Reflection & Discussion
- 60–70 min: Wrap-Up & Action Planning

Objective:

Turn company values into lived, observable behaviors across all roles.

Facilitator Script:

- Say: “Values are powerful, but only when we see them in action. Think of a time when a value was truly demonstrated in your team.”
- Ask: “Where do we see gaps between talk and action?”

Activity / Exercise:

Values-to-Action Workshop – Pick a value, define what it looks like and what it doesn’t, then share with the group.

Reflection Prompt:

When have you seen company values fully lived? Where is the gap between talk and action?

Key Takeaways:

- Values are lived, not just posted
 - Small actions make big cultural impact
 - Reflection + practice = consistent behavior
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Module 3: Inclusion as a Strategic Advantage

Duration: 70 minutes

Timing & Flow:

- 0–10 min: Introduction to Inclusion vs Diversity
- 10–25 min: Core Concepts – Unconscious Bias & Belonging
- 25–45 min: Activity – Perspective Swap & Silent Voices
- 45–60 min: Reflection & Discussion
- 60–70 min: Wrap-Up & Action Planning

Objective:

Build awareness and practical skills to ensure every team member feels heard, valued, and able to contribute.

Facilitator Script:

- Say: “Inclusion isn’t just about who is in the room—it’s about who is heard and who feels safe contributing.”
- Ask: “When have you felt included? When have you felt excluded?”

Activity / Exercise:

Perspective Swap & Silent Voices – Argue from another perspective; silent participants share thoughts afterward. Discuss barriers to inclusion.

Reflection Prompt:

When have you felt included at work? When have you felt excluded?

Key Takeaways:

- Inclusion enhances engagement and innovation
 - Awareness + action = cultural transformation
 - Everyone has a role in inclusion
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Module 4: Recognition That Drives Engagement

Duration: 70 minutes

Timing & Flow:

- 0–10 min: Introduction – Why Recognition Matters
- 10–25 min: Core Concepts – Types of Recognition
- 25–45 min: Activity – Recognition Mapping
- 45–60 min: Reflection & Discussion
- 60–70 min: Wrap-Up & Action Planning

Objective:

Shift recognition from a formality to a meaningful driver of motivation and belonging.

Facilitator Script:

- Say: “Recognition is not just a nice-to-have. It’s a key driver of engagement and reinforces our values.”
- Ask: “When was the last time you felt genuinely recognized? How could recognition practices improve in your team?”

Activity / Exercise:

Recognition Mapping – Map where recognition happens, identify gaps and new opportunities.

Reflection Prompt:

When was the last time you felt genuinely recognized? What recognition practices could be improved in your team?

Key Takeaways:

- Recognition builds engagement
 - Small, timely acknowledgment matters
 - Recognition reinforces culture
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Module 5: Measuring and Sustaining Cultural Transformation

Duration: 70 minutes

Timing & Flow:

- 0–10 min: Introduction – Why Measure Culture?
- 10–25 min: Core Concepts – KPIs & Storytelling
- 25–45 min: Activity – Cultural KPI Builder
- 45–60 min: Reflection & Discussion
- 60–70 min: Wrap-Up & Action Planning

Objective:

Empower leaders to track progress, maintain momentum, and embed continuous cultural improvement.

Facilitator Script:

- Say: “You can’t improve what you don’t measure. Metrics guide action and accountability.”
- Ask: “How do we know if our culture is improving? What small metric shows immediate impact?”

Activity / Exercise:

Cultural KPI Builder – Teams design metrics dashboard, discuss baselines and targets, plan quarterly reviews.

Reflection Prompt:

How do you know if your culture is improving? What small metric can show immediate impact?

Key Takeaways:

- Metrics + reflection = sustained change
 - Storytelling reinforces learning
 - Action plans ensure values are lived
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Closing & Reflection (All Modules)

- Invite participants to reflect on one action they'll take immediately to live company values.
- Encourage sharing and celebrate all contributions.
- Reminder quote:
"Values are only real when they're lived. What's one small action you'll take this week to bring our values to life?"