Info Sheet – The WIFLE

The WIFLE is a powerful tool to help you build a championship team. A WIFLE is a team meeting on neutral territory. WIFLE stands for '**W**hat **I** **F**eel **L**ike **E**xpressing' and enables each team member to express what is currently going on in their lives, both in the business and personally.

*”Four brave men who do not know each other will not dare to attack a lion. Four less brave, but knowing each other well, sure of their reliability and consequently for their mutual aid, will attack resolutely.”*

*- Colonel Charles Ardnant du Picq*

Too often it is assumed that people leave their emotions at the door when they come to work but the reality is that this unexpressed or ‘bottled up’ emotion can all too often impact on team performance.

**Why WIFLE?**

The idea is to resolve conflicts, concerns and dissatisfactions that anyone has in a safe environment. When this happens every week good things do come of it.

**How often should we WIFLE?**

You need to hold WIFLE sessions regularly in your business. It should be held a minimum of weekly but you may wish to hold them as regularly as daily basis - it depends on your business. It can also work well having one at the start of the week (first thing Monday, including goal setting) and one at the end of the week (to review the week on Friday afternoon).

**What should I expect?**

When the not so good things are gone after a few meetings then good things will start to come out. It’s important for you to control these meetings and keep to the rules or they will never work. When they start to work the attitude of everyone will lift and at the meetings good ideas will come out. It’s very hard to think of ideas when emotions are going on in our head. The old saying that 2 heads are better than one is very true here. The WIFLE will allow ideas of everyone on the team to come out. You will be surprised at the good ideas that do come when everyone starts to work on it together.

Don’t expect it to happen in the first month though. It will take time. The first meetings are the hardest as they can be a gripe session. When you get something off your chest you always feel better. Often a person carries a grudge for weeks or months but when they speak about it they won’t feel a need to anymore.

**A Level Playing Field**

**Tips & Hints**

Give recognition of good things accomplished by team members. This is important.

**Variations**

You may also try other variations of this such as the high-low. This is where each team member expresses their high and their low for the week during the WIFLE.

### It is important to have everyone realise that any complaints are not

### directed personally, rather they focus on behaviour. This is essential

### to enable everyone to feel safe in voicing any criticism of you or the

### system so changes can be made and progress is always happening.

**How do I run a WIFLE?**

### 1) Rules for a WIFLE are as follows: -

### Everyone sits in a circle around the room. Starting with the manager

### or leader they will ask the person next to them, “David, what do you

### feel like expressing?”. Then David has the right to say whatever he

### feels like without interruption, it is most important that he can say

### what he feels like and it is safe to do so.

### 2) Once he has had his say, he then asks the person next to him

### “Judy, what do you feel like expressing?”

### **3)** When everyone has had their say (and only when everyone has

### finished) then ask if anyone has any burnings. This is where anyone

### that feels they have been wrongly treated replies to the other persons

### feelings or impression, either by apologising or explaining what actually happened.

**Results**

A WIFLE allows for the free expression on concerns without the situation degrading into conflict, as well as allowing the quiter members of the team the opportunity to voice their opinions. It opens the lines of communications in teams which is the lifeblood of successful teams.

When these sessions are conducted correctly, the team bonds together much more effectively and relates to each other as humans and friends instead of just someone you work with.

**Remember open and honest communication is one of the first steps in building a championship team.**