CreativeHuddle

CANVAS

TIME 45 minutes

GROUP One team

Teamwork

Team Promise Map

Map on one page who has promised what, for whom and by when.

THE IDEA

Use the Team Promise Map when a team wants to follow through on what it agrees. The team chooses two ways to keep promises that it wants to strengthen, maps each person's promise with who it's for and by when, agrees how it asks "by when?" and sets one habit.

Materials. This canvas, printed large or on a shared online whiteboard.

1 What helps us follow through

Tick the two ways to strengthen.

- **Clear promises** ☐ Each promise has one owner, one action and one date.
- **Realistic promises** ☐ People promise what they can deliver in the time they have.
- **One owner for every job** ☐ Every shared job has a named owner.
- **Problems flagged early** ☐ People say so as soon as work starts to slip.
- **Asking "by when?"** ☐ Colleagues check progress with each other.
- **Curiosity first** ☐ People ask what got in the way before judging.

Our if-then plans If ..., then we'll ...

2 Our promises

Who has promised what, for whom and by when.

OWNER	PROMISE	FOR	BY WHEN

3 How we ask "by when?"

Agree the words and the moments to use them.

The leader's permission
What did the leader say, out loud?

Our words
What will we say to check progress?

When we ask
At which moments will we ask?

4 Our habit

One small, regular habit.

What we'll do, and when

Who starts it

We'll check it on
Pick a date 30 days on.

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REFLECTION

TIME
10 minutes

GROUP
Each person

Teamwork

Promise postcard

Write a postcard about one promise you've made at work.

THE IDEA

Most promises at work start as a quick yes in a meeting or an email. Write yours on the message side. Then complete the address side: signed by you, sealed as one clear action and delivered by a set date.

What you share. Pick a promise you're happy to talk about with others.

Message

1 What's one promise you've made at work in the last month? It might be something you agreed in a meeting, promised a colleague or said yes to in an email.

2 Who is waiting on it, and how will they know it's done?

3 What would help you keep it?

P.S. If it starts to slip, I'll...

Address



PROMISE KEPT

KEPT ON _____

To Who is waiting on it?

Signed Your name, as the owner

Sealed Your promise, as one clear action

Delivered By when?

How sure are you that you'll deliver on time?

1 2 3 4 5 6 7 8 9 10

Below 7? Adjust the promise or the date.

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WORKED EXAMPLE

TIME 45 minutes

GROUP One team

Teamwork

Team Promise Map

Map on one page who has promised what, for whom and by when.

THE IDEA

Use the Team Promise Map when a team wants to follow through on what it agrees. The team chooses two ways to keep promises that it wants to strengthen, maps each person's promise with who it's for and by when, agrees how it asks "by when?" and sets one habit.

Materials. This canvas, printed large or on a shared online whiteboard.

1 What helps us follow through

Tick the two ways to strengthen.

- [ ] **Clear promises** — Each promise has one owner, one action and one date.
- [ ] **Realistic promises** — People promise what they can deliver in the time they have.
- [x] **One owner for every job** — Every shared job has a named owner.
- [x] **Problems flagged early** — People say so as soon as work starts to slip.
- [ ] **Asking "by when?"** — Colleagues check progress with each other.
- [ ] **Curiosity first** — People ask what got in the way before judging.

Our if-then plans If ..., then we'll ...

If a deadline looks at risk, we'll say so that day.

If a job has no owner, we'll name one before the meeting ends.

2 Our promises

Who has promised what, for whom and by when.

OWNER	PROMISE	FOR	BY WHEN
Priya	Send the Harris renewal proposal	Harris	Fri 6 Nov
Tom	Agree the Q1 rota with the team	Team	Wed 11 Nov
Aisha	Update the client FAQ	Clients	Fri 13 Nov
Ben	Book the Lewis review meeting	Lewis	Mon 9 Nov
Chloe	Draft the new onboarding email	Ellie	Mon 16 Nov
Dev	Share the weekly query report	Tom	Every Friday
Ellie	Run the new starter session	Starters	Fri 20 Nov
Sam	Fix the shared inbox rules	Aisha	Wed 4 Nov

3 How we ask "by when?"

Agree the words and the moments to use them.

The leader's permission
What did the leader say, out loud?

"Ask each other, and me, by when. I'd rather know early."

Our words
What will we say to check progress?

"By when can you do that?" and "What would help?"

When we ask
At which moments will we ask?

At the end of every meeting, and whenever someone says "I'll do that".

4 Our habit

One small, regular habit.

What we'll do, and when

Read back who promised what by when at the end of every Monday meeting.

Who starts it

Chair of the week

We'll check it on
Pick a date 30 days on.

30 days on, Monday meeting

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WORKED EXAMPLE

TIME 10 minutes

GROUP Each person

Teamwork

Promise postcard

Write a postcard about one promise you've made at work.

THE IDEA

Most promises at work start as a quick yes in a meeting or an email. Write yours on the message side. Then complete the address side: signed by you, sealed as one clear action and delivered by a set date.

What you share. Pick a promise you're happy to talk about with others.

Message

1 What's one promise you've made at work in the last month? It might be something you agreed in a meeting, promised a colleague or said yes to in an email.

At Monday's call, I told Lisa at Harris I'd get the renewal proposal over to her soon, with the new pricing.

2 Who is waiting on it, and how will they know it's done?

Lisa is waiting on it, and so is her finance director. They'll know it's done when the proposal is in Lisa's inbox.

3 What would help you keep it?

An hour with Dev to check the numbers, and Tom signing off the discount by Thursday.

P.S. If it starts to slip, I'll...

If Dev can't check the numbers by Wednesday, I'll tell Lisa that day and agree a new date.

Address

PROMISE KEPT

KEPT ON _____

To Who is waiting on it?

Lisa at Harris

Signed Your name, as the owner

Priya

Sealed Your promise, as one clear action

Send Lisa the Harris renewal proposal, with the new pricing

Delivered By when?

Friday 6 November, by 5pm

How sure are you that you'll deliver on time?

1 2 3 4 5 6 7 **8** 9 10

Below 7? Adjust the promise or the date.

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