

Techniques to Get on The Balcony

Getting on the Balcony means taking yourself out of the dance, in your mind, even if only for a moment. Doing so helps to distance you from the chaos that is going on around you.

Here are some techniques to help you “Get on the Balcony”.

- Push your chair back a few inches from the table. This may help provide some distance to help you detach and become an observer.
- Don't jump to familiar conclusions. It will be easy to defend your comment in the normal manner, resist this urge.
- Open yourself up to other possibilities. What else might be going on in the room?
- Observe who says what; watch their body language.
- How do people react to other people's comments (supportive, thwarting, listening)
- Write down the patterns you observe and use them to help you formulate a proper intervention.

FOUR TIPS TO HELP YOU FIGURE OUT

“WHERE ARE WE GOING?”

- 1) Distinguish between technical and adaptive challenges.**
 - a) Accurately reading and observing the situation to determine what the real issues are.
- 2) Find out where people are at.**
 - a) What are people's hidden agendas.
 - b) Where are people coming from, what experiences have they had in their lives that directed them here today.
- 3) Listen to the song beneath the words.**
 - a) What are people really saying?
 - b) For example, when you ask someone how their day is and they reply O.K. We know the difference between someone who has bright accent the “K” and a sad emphasis on the “O”.
- 4) Read the Authority Figures for Clues**
 - a) Try to understand where the authority figure is coming from, what factions have influence on them.
 - b) Look to them to display what kind of effect you are having on the organization.

If you cannot Get On the Balcony, you are likely to misperceive the situation and make a wrong diagnosis, leading you to misguided decisions about whether and how to intervene.