

# 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.**