

WIL Highlights for Lisa Fey

September 28, 2018

On a topic of “How to Spur Creativity, Teamwork and Innovation in Your Organization,” we had THE perfect presenter and expert. Lisa Fey brought her combined corporate experience with Coca-Cola, her leadership experience in various other roles, and her amazing talent in improvisation to the seminar. And wow - did she energize the attendees!

Lisa shared her career journey and what has led her to this stage of her life, both as a professional speaker and a comedienne. She inspired us with her authenticity, warmth and ability to use humor to teach.

The following are some of the many lessons Lisa shared with attendees through participatory exercises and examples:

1. Listening seems to be a lost art. But it can create energy and make new connections. Really listening to someone actually builds their confidence.
2. Creativity begins with listening. Allow people to express themselves – nothing’s wrong; listen to how different people think about things, take in their different perspectives
3. Most people come to work expecting to / wanting to do a good job and to contribute to the business at hand. Give them the opportunity to do more than is expected / to offer suggestions and new ideas.
4. Asking people for their input and responding with “Yes but...” shuts them down. Instead, try “Yes and...” which allows others to express their ideas, expand the topic, and offer new possibilities. “Yes and” can significantly improve not only communications in meetings, but progress and results.
5. Build on your strengths, don’t let weaknesses derail you.
6. Embrace feedback.
7. Setbacks will happen; obstacles will appear. It’s what you do after the “crappy thing” happens that matters.
8. An exercise that simply starts with “one word” forces collaboration and was demonstrated to lead to problem solving.
9. Another exercise starts with “What’s good about that” and allows you to expand on someone’s idea from a positive and creative perspective.

10. Helping employees connect to the bigger picture provides them a stronger connection to the company / organization / mission. Brings down the walls between departments and functional areas so that everyone can see how what they do contributes to the total product / service / end result. Helps eliminate the “us” vs “them” mentality.
11. The concept of a “supply chain” can make one see how each step of the chain is necessary, how what each person does is important / makes an impact, and ultimately how everything is interconnected.
12. Having travelled to 7 continents in her professional life, Lisa shared one of her most profound lessons: “We’re much more alike than we are different.”

Clearly, we learned a lot from Lisa’s expertise and interaction, especially how improvisation skills can transfer to the workplace. i.e., can spur creativity, teamwork and innovation.