How To
Respond to Ideas

Effective leaders receive ideas and respond in ways that show respect, build momentum, improve strategic thinking, and *generate more useful ideas.*

Open with gratitude

"Thank you for thinking about how we can do this better!"

If the idea is viable

Involve the employee in testing. Can you invite the team member to help test the idea?

If the idea is incomplete

Explain what is missing. What questions / obstacles do they need to address? Can you ask them to resubmit the idea with the additional information thought through?

If the idea is redundant

Show the existing solution. Where and how is the solution implemented? Who can the team member talk with to learn more?

If the idea is off target

Explain why this idea is a miss. What considerations diminish the value right now? What information would help the employee come up with better ideas next time?

Close with invitation

"Please continue to problem solve and advocate for our customers!"

Create a cycle of innovation.

By responding with regard and inviting more ideas, the energy and flow of ideas doesn't stop after a first attempt.

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