Workshop 6

Culture social coding and adoption

Two half days with a defined interval

Speaking rules, user test and rollout plan

Goal

Outputs and boundaries

Business conversation logic from real situations

Business boundaries remain in force

Small user test provides evidence for tested tasks

Agenda

Part 1 and part 2

Part 1 Situations, speaking rules, concerns, test plan

Interval Versioned settings and expert review

Part 2 Test, targeted changes, retest, rollout

Listening examples

Two forms of the same response

Open the offline listening sheet. First person A/B, second person B/A.

After each version: what was observed? What does the draft still need?

Record the next step first, then rate clarity and fit.

Worksheet 6.1

Situations rather than stereotypes

Role, place, trigger and time pressure

Task and expected next step

Terms, mood, goals and norms

Worksheet 6.2

Role profile

What does the person already know?

What can they decide?

What explanation and support do they need?

Worksheet 6.3

Six settings

Define required information and result before tone and address

Context and relationship

Clarity and rhythm

Sound and pronunciation, and conversation flow

Worksheet 6.4

Five sample responses

AI introduction and normal response

Uncertainty and handover

Close, terminology and pronunciation

Worksheet 6.5

Concerns and ground rules

Collect concerns privately first

Evidence-based answer or open decision

Owner and date for each commitment

Worksheet 6.6

User test with six to eight target users

Cover relevant experience and language

Include sceptical participants

Use equivalent devices and planned test waves

Worksheet 6.6

Tasks and criteria before testing

Five tasks, including three core tasks for everyone

One task tests a business boundary

Reference response and completion criterion for each task

1-2 weeks

Versioned interval work

Implement draft settings and obtain an expert check

Document version A against the rules

Comparison version B changes one setting

Start

Part 2 test conditions

Explain purpose, participation, notes and limits

Check access, devices and network

No undisclosed recording

User test

Three core tasks

Everyone attempts the same tasks without content coaching

Record version and deviations

Collect individual ratings afterwards

Worksheet 6.7

Completion and rating

Observe completion through the next step

Rate clarity and fit separately from 1 to 5

Unable to assess is a separate response

Worksheet 6.8

Evidence-based findings

Separate factual, style and technical issues

Report numerator and valid attempt count together

Prioritise critical failures over preferences

Worksheet 6.8

Targeted change and retest

State cause or hypothesis

Rerun affected task and a control task

Record new version and remaining limit

Worksheet 6.9

Everyday rollout

Communicate tested situations and honest limits

Name the support channel and available people

Prepare format 11 for the team launch

Rollout plan

Champions and feedback

Champions support the first conversation

Errors enter an owned review process

Early reviews have dates

Trigger, action, experienced value and contribution with feedback

Close

Acceptance by situation

Check pre-agreed criteria

Approved, conditional or open with evidence

Confirm retests, owners and dates

Worksheet 6.10

Target dialogue as a business workflow

Define result and required information together

Role-play missing information, correction and interruption

Keep observation, cause and sample separate

Worksheet 6.9

A routine-use cycle for the team

Trigger in an existing workflow

Easy action with experienced value

Useful contribution with review and feedback