UNIVERSAL TEAM LANGUAGE

Executive summary

FEELS LIGHT. RUNS DEEP.



The Experience (3 hours, in person, team)

Because using the same words doesn't always mean we mean the same thing. *We can use the same words, attend the same meeting and still walk away with completely different understandings.*

Through interactive experiments, participants discover how quickly people fill gaps, interpret vague language and operate according to invisible assumptions. They then practise turning everyday workplace language into clear expectations and create a practical **Team Language Charter** for how their team works together.

Business value

WHAT PEOPLE EXPERIENCE

- Surprising examples of how differently reasonable people interpret the same message
- Greater awareness of assumptions and invisible working rules
- Practice translating vague language into observable expectations
- A shared Team Language Charter built around their own workplace reality

WHY IT MATTERS TO THE BUSINESS

- Reduces avoidable friction created by ambiguity and assumption
- Improves clarity around ownership, urgency, escalation and expectations
- Supports collaboration across cultures, functions, generations and working styles
- Makes important unwritten rules visible and discussable

The practical case

Format: 3 hours | In person | Experiential | Team-based | Produces a practical team output

Best suited to: multicultural teams, cross-functional teams, distributed teams, newly formed teams and organizations where capable people are experiencing friction despite good intentions.

Return on investment: the team leaves with clearer shared language and a short Team Language Charter that can continue to be used, tested and refined after the workshop.

An experience employees enjoy in the moment - and continue to think about afterwards.