Video transcript

(A team meeting is in progress. Gary is facilitating, Piper and Tony are with him.)

Gary: We all want to do things a little better. Productivity. How can we boost it? Ideas?

Tony: Found some whiz-bang database software.

Piper: Too expensive.

Tony: Piper, I haven't said what software.

Piper: It'll end up costing double.

Gary: Suggestion noted. Thanks, Tony. Bit of further research? More ideas? Here's something. You know our clunky old filing system? I found this.

Tony: Look how it fits. Amazing.

Piper: Wrong kind entirely.

Gary: I'll note Piper's input.

(Gary is meeting privately with Piper)

Piper: I've been here longest of all of us. I resent my input being dismissed.

Gary: I'm disappointed you have that impression, Piper. It's not the case.

Piper: I feel like nobody listens.

Gary: I'm very sorry you feel that way. Let's resolve this. Put down some ideas and we'll discuss them.

Piper: I'll do that.

(Gary approaches his desk. He finds something of interest in his in-tray. He picks it up. He's impressed. He makes a call.)

Gary: Piper, Gary. How are you? Good, thanks. Just found your suggestions. How would you feel about presenting them at the next meeting?

(Gary, Tony and Piper are in a meeting. The mood is upbeat. Piper has just finished speaking)

Gary: Piper, I think we should discuss your ideas with senior management ASAP.

Tony: Totally agree.

Piper: Thank you both. Sorry, I have to go.

Tony: Was that the same Piper?

Gary: I'm asking myself.

Tony: What did you do?

Gary: Focussed her mind on positive things. Resolutions.

Tony: The constant negativity was getting to me.

Gary: I'm glad it worked.