

Time for discussion

Steve, it's all very well

for us to advise organisations

to create time for discussion,

learning and reflection with staff.

At Black Country Touring, how do you do that?

Well, there is six of us,

of which there is only one full-time person.

So there's one full-time person

and five part-time people.

We have regular company meetings

every couple of weeks where we share information,

we talk about things.

Additionally to that we have

regular debriefs, catch-ups,

you know, reviews of work that's been happening.

And I think we just encourage

people to be as open as possible

about what's happened,

what's working and what's not.

And we do the same at our board meetings

when we get the board together.

We tend not to run a culture of people

being afraid to say, "That didn't quite work."

People don't have to defend themselves

against criticisms for things not happening.

As long as good faith has been there

and as long as people have put the effort in,
then you can learn from that.

The things you do know are like as I was saying,
sometimes you work with promoters
and they've talked a good game
right until the point
where they actually start doing the work
and then all of a sudden they start being flaky.

And you know quite soon in, really,
that things aren't going to work.

But, generally, you're too far down
the road to pull back on that one.

But you have to know that you're not
going to work with that person again
unless things change.