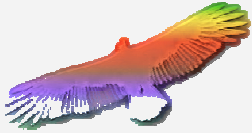


Temperature Reading

Controlled Folly

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Read our other teaser handouts on techniques, methods and tools for preparing yourself for receiving critical feedback:

Learn to deal congruently with your own stress by fooling around with the [coping stances](#) (pdf)

Cook a palatable meal with [Satir's ingredients of an Interaction](#) (pdf)

Set all tongues wagging in a Temperature Reading (this document)

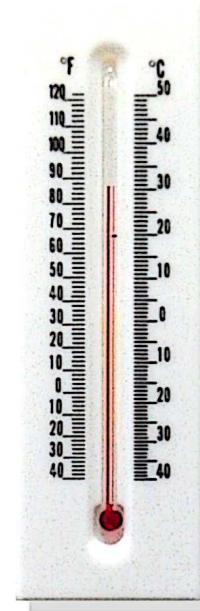
Respect the individual as well as the system when leading change with the [Satir Change model](#) (webpage)

Then bring it all together in

[Organisational sculpting](#) (pdf)

Temperature Readings can facilitate congruent communication and assists individuals in becoming more open. In our experience temperature readings work well for

- Discussing that which is human in all of us and hardly ever gets talked about directly
- Making human contact with (new) members in a group
- Facilitating connection and bonding between group members
- Making the covert more overt
- Assessing emotional climate
- Demonstrating individual and group processes are valued
- Detoxifying and transforming toxic situations early
- Transforming closed systems in open systems
- Maintaining open systems
- Raise self-esteem
- Changing rules, values and patterns of communication



In general, Temperature Readings legitimize our whole human being, and support healthy group processes.

Appreciations and Excitements

Honoring our humanness with appreciations and excitements, no matter how small, creates connections and feedback of a higher order. Usually appreciations go from general to more specific to provide communication with clarity, for example:

Marc, I would like to appreciate you for reviewing this handout on temperature readings. I think your review comments have improved its readability, and I now feel much more comfortable putting it out there.

Complaints with recommendations for change

Some people have inner rules that say "Don't complain". When we are restrained by inner rules, we need to learn how to handle complaints, conflicts, and differences in "more positive" ways or else these inner rules lead to destructive downward spirals.

As facilitators, we support restating "negative" statements to "positive" statements by not seeking who is to blame or taking corrective actions. People putting a complaint on the table in this section of a temperature reading, have usually studied a problem deeply.

We validate hearing "it" and look beyond the "complaint" where we can find descriptions of "how things are now" and a desire for "how things are hoped for to become different".

Such restatements open up space for generating solutions. When we request and honor complaints, it may provide people with more freedom to raise complaints, facilitating healthy change.



A complex system that
works is invariably found
to have evolved from a
simple system that
works. -- John Gaule

Puzzles, Gossip and Rumors

This part of a temperature reading creates room for exploration and clarification, and to enhance understanding of individual and group situations and events. Anxiety can take a seat, and we can cocreate common understanding and address real concerns of those involved.

It may surprise the reader, but this I would call the hardest part of a temperature reading to facilitate, in terms of congruence and authenticity.

Facilitator: Are there any puzzles, rumors or gossip?

Member of group: I am puzzled about my role. I got these new business cards stating I'm a systems architect, and I'm not sure what changes in my responsibilities that brings, what the role entails and which resources I can use to do what it is a system architect does.

Facilitator: I can understand you need to find out about these things in order to effectively play the part. How might you begin to find out?

New Information

Create a specific space for new information, so people can receive and share information they may not find the right time for otherwise. When one item is given, often more new information follows.

As a facilitator, you can use this section to to keep discussions and items in other sections focused. Redirect items to "new information" by asking someone to hold until this part of the temperature reading comes up.

Hopes and Wishes

A wide room with many views, where we dream and visualize how we imagine our future. Bringing these into awareness is important for honoring individuals and groups and moving towards fulfillment of our dreams.

Verbalizing our dreams is a first step towards actualization of our hopes and wishes and can make (common) goals seem more obtainable.

Frollicking Folly

Patient: Doctor, what should I do if my temperature goes up five more points?

Doctor: Did you take the patient's temperature?

Nurse: No. Is it missing?

Doctor: Sell!