



## Diagnose

# Bugs and Butterflies Boards



## What is it?

**A Bug board** is a place to capture issues i.e. what frustrates you day-to-day / blockers you are experiencing. It gives you an opportunity to say what we could do better as a team and to gather individual frustrations about current processes.

## Benefits at a glance....

- Quick and easy to set up
- Versatile – can be adapted for most environments
- Visual and interactive tool
- Time frame to suit the team and work environment

A **Butterfly board** is a great tool to boost morale and focus on the things that the team does well, a method of capturing your/the team's successes – the things you think have gone well.

Together they can be a starting point for an action plan for changes, whilst making sure you don't break the things that are working well.

Figure 1. Bug Board example



## When to use it?

Anytime – in the office, in a meeting, it really depends on your context. It can be a physical board with post-its or a virtual board via Miro or similar online whiteboard.

## How to use it?

In a meeting or workshop we would recommend starting with the Bug Board – to get all the frustrations from the group. Everyone simply writes their frustration on a post-it (real or virtual) and then adds it to the board. Then repeat the exercise with the Butterfly Board to collect successes or highlight parts of the process that are working well. You could also include any positive recognition or feedback you have received from others, e.g. customers, other teams, managers. Alternatively leave both boards up in an office or via a Miro board.

When the gathering exercise is complete (either within the meeting, or at an agreed date for boards that are left open over a period of time) the team should (as a group) sort and review the contributions for emerging themes.

Using other tools such as voting or **Impact/Effort** you can then prioritise the Bugs and build an Action Plan for addressing them – whilst being careful not to negatively impact any of the butterflies.

## Tips

- Some audiences can find the term Bugs and Butterflies too childish – so be prepared to adjust the names of the board. Some suggestions are:
  - Improvements – What could we do better? and Praiseworthy – What we've got right?



- What's working well? and What's not working quite so well?
- Strengths and Stressors
- Positives and Pain Points
- Roses and Thorns
- Successes and challenges
- It is a good idea to set ground rules – e.g., do not use this to target individuals specifically – this is about identifying opportunities and successes for the team as a whole
- Keep contributions anonymous – but if you agree with something someone has already added to the board indicate with a tick or  instead of creating a duplicate post.