

# UNSEEN WORK EXERCISE



Name:

Partner:

“UNSEEN WORK” is the physical, cognitive, and emotional effort required for someone to complete their job that is not visible to others. Unseen work can cause resentment among team members.

1. For a period of one or two weeks, note the most important, or difficult, or time-consuming unseen work that you do as part of your job. Document up to 3 examples here, including the task, the type and level of effort required, and the reason why you find it unpleasant.

## ACTION PLAN

Swap unseen work lists with one or more colleagues. Acknowledge their efforts. Help each other develop action plans to reduce the amount of aversive or inefficient work.

2. Working together, come up with some opportunities to reduce the effort required to complete each of your most aversive tasks. Note the potential strategies here:

3. For each of your colleague's unseen work activities, determine whether you have an opportunity to assist them (finding ways to reduce the effort required) or acknowledge them (by recognizing and appreciating their efforts). Note any actions below.

Assist       Acknowledge

Assist       Acknowledge

Assist       Acknowledge