Delivery Recovery Path — Capture Sheet

For the facilitator — capture the setback, the anchor the team protected, and the one steady move, so the recovery survives the room. Fill it in as you run. The shaded fields are this tool's actual outputs.

THE ONE IDEA

The scramble does more damage than the setback.

Steady one anchor first, and each blow stays manageable. React instead, and the next one lands harder.

TEAM / GROUP _____ FACILITATOR _____ DATE _____

1 The setback

what broke, and what was at stake — in one line

2 The anchor — the one thing held

the single thing the team chose to keep steady through it

WE PROTECTED — LOCKED FOR THE WHOLE RUN

3 How it compounded — the reveal

each blow, whether the team steadied or reacted, and what reacting cost

The blow (escalation card)	Steadied / reacted	What it cost

4 What the team noticed — the lesson

in their words: the "every time we jumped, the next thing got worse" moment

© Witmer

5 The steady next move — carry forward

the one move that keeps the anchor steady after this activity ends, with an owner

Next move (keeps the anchor steady)	Owner	By when

One move only — made from stable ground, not mid-scramble.

6 What spread vs what held

the contrast on the board — the anchor held, where reacting let damage spread

7 The reusable habit — take it back

the one question for the next setback

THE HABIT

When the next setback hits: “What’s the one thing I steady first, before I react to anything?”

Protect the anchor, then move. The scramble is the enemy, not the setback.

· Facilitator notes

what worked, what to watch, follow-ups — for a returning team, how fast they reached for the anchor this time

Before you leave the room: photograph the board — the anchor and the steady next move — and send it to everyone who took part. A recovery that isn’t written down gets re-improvised next time.

© Witmer