



Built for Zero Learning Session

Atlanta, GA || March, 2019

SMALL GROUP PROBLEM SOLVING

Why we're here

This is a peer-learning exercise based on sharing challenges and getting feedback/suggestions from other communities.

You will work in groups of 3 communities to share a question from each community and get the group's feedback on it..

Groups have been pre-matched based on community type/size..

Challenges generate creativity!

Agenda

10 minutes - Set up, explaining exercise & finding your people

10 minutes - Choose your question

15 minutes - Brainstorming - Community 1

15 minutes - Brainstorming - Community 2

15 minutes - Brainstorming - Community 3

5 minutes - Check out each other's work

20 minutes - Group Discussion

Group Assignments - Salon D/E

Facilitator: Anna B.

1	Western Virginia CoC Nevada Placer CoC Tennessee Valley CoC	5	Arlington County CoC Charlottesville CoC <i>Marin County CoC (1)</i>
2	VA BOS - Waynesboro Fayetteville/NW AK CoC Gulfport/Gulf Coast CoC	6	Bakersfield/Kern County CoC <i>Marin County CoC (2)</i> West Palm Beach/Palm Beach County CoC
3	Lancaster City & County CoC VA BOS - Petersburg New Hampshire	7	Provo/Mountainland CoC Norman/Cleveland County CoC Middlesex County CoC/Coming Home
4	Ann Arbor/Washtenaw CoC Fairfax County CoC Flint/Genesee County CoC	8	Texas Balance of State CoC - Abilene Richmond/Contra Costa County CoC Richmond/Henrico, Chesterfield, Hanover CoC

Group Assignments - Grand Salon B

Facilitator: Asad

1	Montgomery County CoC Nashville/Davidson County CoC Roanoke City & County/Salem CoC	5	Springfield CoC Detroit CoC Sacramento City & County CoC
2	Pontiac/Royal Oak/Oakland County CoC Albuquerque, NM Fresno/Madera County CoC		
3	Waukegan/North Chicago/Lake County CoC Chittenden County Continuum of Care Cook County CoC		
4	Guilford County CoC Tallahassee/Leon County CoC Tucson/Pima County CoC		

Group Assignments - Grand Salon A

Facilitator: Habiba

1a	Winston Salem/Forsyth County CoC Metro Denver CoC Phoenix/Mesa/Maricopa County Regional CoC	4a	Atlanta CoC Baltimore CoC District of Columbia CoC
1b	Winston Salem/Forsyth County CoC Metro Denver CoC Phoenix/Mesa/Maricopa County Regional CoC	4b	Atlanta CoC Baltimore CoC District of Columbia CoC
2	Charlotte-Mecklenburg CoC El Paso Coalition for the Homeless Chattanooga/Southeast Tennessee CoC (1)		
3	Central VA Santa Fe Chattanooga/Southeast Tennessee CoC (2)		

Group Assignments - Athens

Facilitator: Dawn

1	Columbia-Boone County/ Missouri Balance of State CoC Greater Kansas City Bergen County CoC West Tennessee	4	Jacksonville-Duval, Clay Counties CoC (1) Newark/Essex County CoC Oklahoma City CoC
2	Jackson/Rankin, Madison Counties CoC (1) Madison/Dane County CoC (1) Minneapolis/Hennepin County CoC (1)	5	Jacksonville-Duval, Clay Counties CoC (2) St. Louis City/St. Louis County CoCs (1) Anchorage (1)
3	Jackson/Rankin, Madison Counties CoC (2) Madison/Dane County CoC (2) Minneapolis/Hennepin County CoC (2)	6	Jacksonville-Duval, Clay Counties CoC (3) St. Louis City/St. Louis County CoCs (2) Anchorage (2)
		7	Rockford/Winnebago, Boone Counties CoC Anchorage (3) Honolulu CoC

For each community, select a

.. Facilitator to lead the conversation

.. Scribe to take notes on the flipchart

.. Timekeeper to.. Keep the time

Choose Your Question (10 minutes)

Get together with your own community and do some brainstorming to identify what your most important question to other communities is. Ideally, an answer to this question can get you closer to a quality BNL, a better structured system, or Functional Zero. Here are some tips:

- See if you can reformulate your **learning session mission** as a question.
- Was there something on your **storyboard networking slides** that you'd like to workshop with this group?
- If you're having trouble, see if you can get some inspiration from the **handout**.
- Write the question you choose at the top of your flipchart.

Brainstorming - First Group (15 minutes)

Share your question with the group, record feedback on flipchart, highlight the ideas that resonate with you the most. We **recommend** you use the time this way (**but it's up to you!**):

- **context setting** - first group asks their question, and gives any context on why it's a question. The other groups ask clarifying questions. Try to move on from this after **no more than five minutes**.
- **brainstorming** - brainstorm some answers to the question, individually, in pairs, or as a group. Try to move on from this **by the 11 or 12 minute mark**.
- **narrowing** - find some common themes, see if you can pick 2-3 ideas or principles that seem promising.

Brainstorming - Second Group (15 mins)

Share your question with the group, record feedback on flipchart, highlight the ideas that resonate with you the most. We **recommend** you use the time this way (**but it's up to you!**):

- **context setting** - second group asks their question, and gives any context on why it's a question. The other groups ask clarifying questions. Try to move on from this after **no more than five minutes**.
- **brainstorming** - brainstorm some answers to the question, individually, in pairs, or as a group. Try to move on from this **by the 11 or 12 minute mark**.
- **narrowing** - find some common themes, see if you can pick 2-3 ideas or principles that seem promising.

Brainstorming (15 minutes)

Share your question with the group, record feedback on flipchart, highlight the ideas that resonate with you the most. We **recommend** you use the time this way (**but it's up to you!**):

- **context setting** - third group asks their question, and gives any context on why it's a question. The other groups ask clarifying questions. Try to move on from this after **no more than five minutes.**
- **brainstorming** - brainstorm some answers to the question, individually, in pairs, or as a group. Try to move on from this **by the 11 or 12 minute mark.**
- **narrowing** - find some common themes, see if you can pick 2-3 ideas or principles that seem promising.

Check out each other's work (5 minutes)

Walk around the room and take a look at other groups' flipcharts. What caught your attention? What ideas feel applicable to your community? Take note of insights/questions.

Larger Group Discussion 20

- ★ What ideas has your group come up with that you would like to share?

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Feedback

Feedback: “Small Group Problem Solving”



Survey Link:

<http://bit.ly/bfzsurvey>

**Should take 2 minutes or less!

Where am I going?

See your “Where am I going?” sheet for where to go next.



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Community Planning Time, Day 1

You've spent today...

...having different experiences.

...talking to different people.

...brainstorming different ideas.

It's time to regroup!



Quick Overview of ORID

O

R

I

D

Quick Overview of ORID

Observe

Just the facts!

What caught your attention today? Why?

Who did you talk to today? What did you talk about?

What was most memorable about your interactions today?

R

I

D

EXAMPLES

I spoke to _____ for a long time about outreach.

Lots of people asked me about _____.

I asked about _____ a bunch of times, and got a bunch of different answers.

Every person that I talked to from _____ seemed to have figured out _____.

Quick Overview of ORID

O

Your feelings and emotional reactions

What was a high point today? A low point?

Reflect

What made you feel:

- Excited?
- Urgent?
- Frantic?
- Elated?
- Curious?
- Resolved?

I

D

EXAMPLES

I liked this solution to _____ the best.

I'm concerned that we didn't spend enough time talking about _____.

I'm excited to find out more about _____.

_____ seemed really fun. Can't wait to get to know them better.

You have this sheet on your table

Observe:

What caught your attention today? Why?

Who did you talk to today? What did you talk about?

What was most memorable about your interactions today?

Reflect:

What was a high point today? A low point?

What made you feel:

- Excited?
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- Resolved?

Interpret:

What did you learn today?

What was a key insight?

How does this fit in with your preconceived theories about your work?

What can you conclude based on your observations and experiences?

Decide:

Have you changed your mind about something? What?

Are you all the more resolved about something? What?

What are you going to do differently based on these observations and experiences?

How are you going to apply what you've learned when you get back to your desk?

Quick Overview of ORID

O

So what?

What did you learn today?

R

What was a key insight?

Interpret

How does this fit in with your preconceived theories about your work?

D

What can you conclude based on your observations and experiences?

EXAMPLES

This all means that _____ is true.

I used to think that _____, but now I think that _____ (because of _____).

I am all the more convinced that _____ is true.

_____ leads me to believe that _____ is the real problem.

Quick Overview of ORID

O

Now what?

Have you changed your mind about something?
What?

R

Are you all the more resolved about something?
What?

I

What are you going to do differently based on
these observations and experiences?

Decide

How are you going to apply what you've learned
when you get back to your desk?

EXAMPLES

Given all of this, _____ would be the best course of action.

When we get home, we need to immediately start focusing on _____.

When I get back to my desk I'm going to change _____.

We're leaving it up to you to walk through this process together!

Observe:

What caught your attention today?
Why?

Who did you talk to today? What did you talk about?

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Coaches are here to help!



Also Jen Padgett will be circulating

Flag her down if
you have HMIS
or data related
questions.



Here's what we recommend:

Today: 60 minutes

15 minutes: **Observe**

20 minutes: **Reflect**

20 minutes: **Interpret**

You might gain a different perspective tomorrow which would call **decisions** into question.

We will give prompts from the front of the room every 20 minutes, to move onto the next set of questions.

Set up a flipchart page that looks like this:

Observe

Reflect

Interpret

There's also a new page in your project portfolio where you can log key insights.

- Bfzchangepackage.org → pw: builtforzero2018
- Find your community page
- Click the blue button called:



- In the sheet, find the tab called "March 2019" (it's at the end)

Tomorrow:

2 hours

15 minutes: **Observe (new observations)**

15 minutes: **Reflect (new reflections)**

30 minutes: **Interpret (everything from days 1 and 2)**

60 minutes: **Decide**

- **What are the decisions and next steps that you'd like us to follow up on in coaching?**

Let's get to it!

Observe:

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Who did you talk to today?
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What was most memorable about your interactions today?

Reflect:

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Feedback: “Community Planning Time”



Survey Link:

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Where to go next:

- Back to the plenary room! (Grand Salon D/E)



Built for Zero Learning Session

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Community Planning Time, Day 2

Let's share!

Tell us your:

- Name
- Community
- Mission for this Learning Session
- One way that you've gotten closer to achieving your mission
- Something you still need to talk through with your team

It's time to make
some decisions.



But first a refresher.



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**Project
Portfolio**

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Today:

15 minutes: **Observe (new observations)**

15 minutes: **Reflect (new reflections)**

30 minutes: **Interpret (everything from days 1 and 2)**

60 minutes: **Decide**

- **What are the decisions and next steps that you'd like us to follow up on in coaching?**

Document decisions in your project portfolio

Let's get to it! (Remember to document decisions)

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Feedback: “Community Planning Time (Day 2)”



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- Back to the plenary room! (Grand Salon D/E)