

# Reflecting on Your System: Setup Guide

## Materials:

- 4 sheets of flip chart paper
- Marker for writing on flip charts
- Stack of post-it notes
- Pens

## Setup Time:

- 15 minutes to build flip charts
- 15 minutes to review + prep for facilitation

## Build Flipcharts

- At the top of each flipchart, write the title of one of the Lenses of Curiosity
  - Appreciation of a System, Human Behavior, Understanding Variation, Building Knowledge
- Using a marker, divide the flipchart into sections
  - Appreciation of a System → 4 sections
  - Human Behavior → 3 sections
  - Understanding Variation → 2 sections
  - Building Knowledge → 3 sections
- Add prompting questions into each of the relevant sections
  - See next page for prompting questions specific to each Lens

Appreciation of a System	
What elements of our homelessness prevention & response system feel aligned and work well together toward a shared aim?	What elements aren't currently well-aligned or supporting progress toward a shared aim?
What are the interdependencies within our system? How has that changed from last year to this year? Pre-COVID to now?	What unexpected factors in our community are indirectly complicating our homeless prevention & response efforts?

Human Behavior
What has changed about our local stakeholder makeup from last year to this year? Pre-COVID to now? Have new stakeholders entered the group?
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## Four Lenses of Curiosity Prompts

### APPRECIATION OF A SYSTEM

- 1) What elements of our homelessness prevention & response system feel aligned and work well together toward a shared aim?
- 2) What elements aren't currently well-aligned or supporting progress toward a shared aim?
- 3) What are the interdependencies within our system? How has that changed from last year to this year? Pre-COVID to now?
- 4) What unexpected factors in our community are indirectly complicating our homeless prevention & response efforts?

### HUMAN BEHAVIOR

- 1) What has changed about our local stakeholder makeup from last year to this year? Pre-COVID to now? Have new stakeholders entered the group?
- 2) Have there been changes to the way stakeholders or team members interact with each other? How have those changes impacted the work?
- 3) Where might we encounter resistance to changing things that we believe need to change in order to improve our system's performance? How can we be curious about that resistance?

### UNDERSTANDING VARIATION

- 1) What changes do we see when you look at our inflow over the past year? What has contributed to those changes?
- 2) What changes do we see when you look at our outflow? What has contributed to those changes?

### BUILDING KNOWLEDGE

- 1) How do we know the things we believe are true? How confident are we that they are true?
- 2) How can we avoid the mistakes we are in danger of making in our thinking (e.g. biases, oversights)?
- 3) How can we intentionally design measurement and evaluation plans to advance our knowledge?

# Reflecting on Your System: Facilitation Guide

<b>Time</b>	<b>Activity</b>	<b>Materials</b>
<b>10 minutes</b>	<p><b>Review the Four Lenses of Curiosity</b> Watch the video to get an overview of the Four Lenses of Curiosity by Ninon Lewis from the Institute for Healthcare Improvement (IHI)</p>	<a href="#">Link to video</a>
<b>60 minutes</b>	<p><b>Complete Reflection Prompting</b> Team responds to each of the reflection questions. Options:</p> <ol style="list-style-type: none"> <li>1) <b>Group Discussion:</b> one team member selected to facilitate the discussion. Facilitator asks the group each question and takes notes on the discussion directly onto the flipchart. Should spend ~5 mins/question</li> <li>2) <b>Individual Brainstorm:</b> each team member is given sticky notes and responds to each question individually; when all questions in each lens have been answered, team members review and discuss post-its as a group</li> </ol>	Flip charts
	Appreciation of a System - 20 minutes	
	Human Behavior - 15 minutes	
	Understanding Variation - 10 minutes	
	Building Knowledge - 15 minutes	
<b>10 minutes</b>	<p><b>Take a Step Back</b> When each of the flip chart prompts has been completed, full team reflects on the exercise by answering the following questions:</p> <ol style="list-style-type: none"> <li>1) What stands out to us?</li> <li>2) What feels surprising?</li> <li>3) What is new knowledge that you didn't have before or a realization about your system?</li> </ol>	
<b>10 minutes</b>	<p><b>Next Steps and Close</b> Team makes decision(s) about what to do with what they have discovered or learned and makes a plan for capturing/sharing information where relevant.</p> <p>Feel free to capture information from your flipcharts in our pre-prepared Google slide deck using the link to the right. Remember to make a copy!</p>	<a href="#">Link to slides</a>

