# Reflecting on Your System:
## Setup Guide

**Materials:**

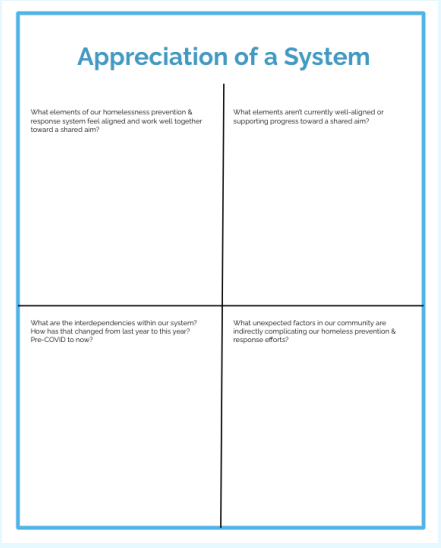
- 4 sheets of flip chart paper
- Marker for writing on flip charts
- Stack of post-it notes
- Pens

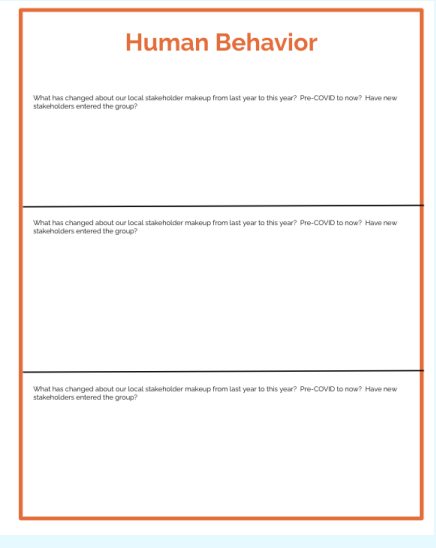
**Setup Time:**

- 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



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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

| *Time* | *Activity* | *Materials* |
|---|---|---|
| **10 minutes** | **Review the Four Lenses of Curiosity**<br>*Watch the video to get an overview of the Four Lenses of Curiosity by Ninon Lewis from the Institute for Healthcare Improvement (IHI)* | Link to video |
| **60 minutes** | **Complete Reflection Prompting**<br>*Team responds to each of the reflection questions.*<br>Options:<br>1) Group Discussion: 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<br>2) Individual Brainstorm: 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 | Flip charts |
| | Appreciation of a System - 20 minutes | |
| | Human Behavior - 15 minutes | |
| | Understanding Variation - 10 minutes | |
| | Building Knowledge - 15 minutes | |
| **10 minutes** | **Take a Step Back**<br>*When each of the flip chart prompts has been completed, full team reflects on the exercise by answering the following questions:*<br>1) What stands out to us?<br>2) What feels surprising?<br>3) What is new knowledge that you didn't have before or a realization about your system? | |
| **10 minutes** | **Next Steps and Close**<br>*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.*<br><br>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! | |