

Getting Started with the National Learning Collaborative

Your Sense of Urgency: The Five Whys

A BREAKOUT SESSION FOR PHASE 1 PARTICIPANTS

Presented by Christel Gollnick, Kim Halfhill, and Sandra Potthoff

Getting Started

- Understanding why everyone is involved
- Practicing the uncommon practice of considering many perspectives

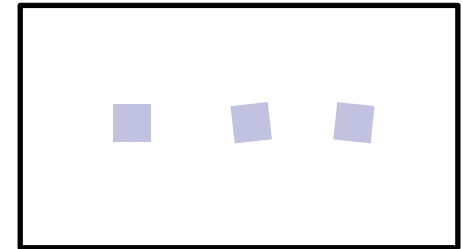
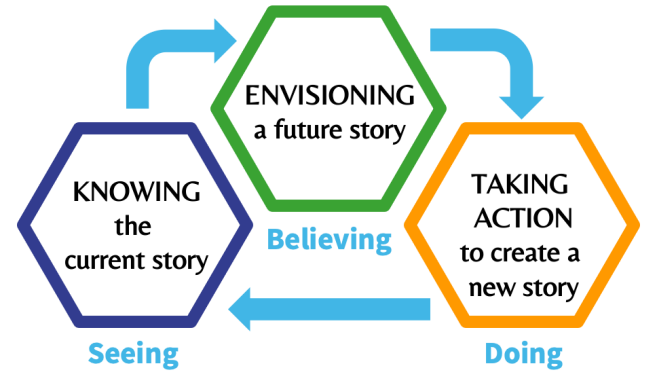


Knowing Yourself

**Why are you
at the table?**

**What is your hope for your
community's future?**

- Write down your Top 3.
- Use 1 note per answer.

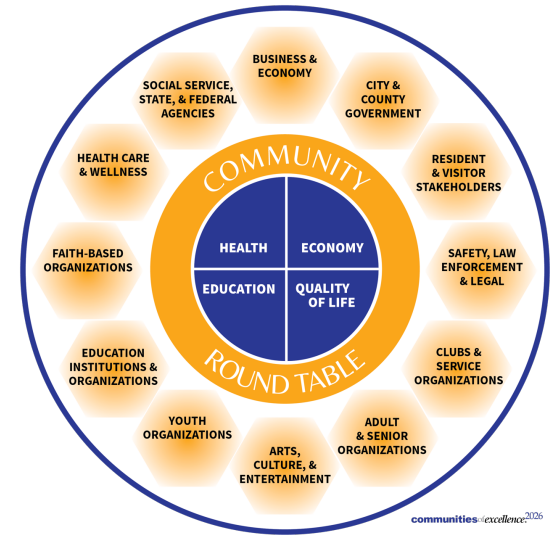
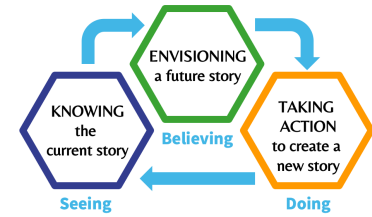
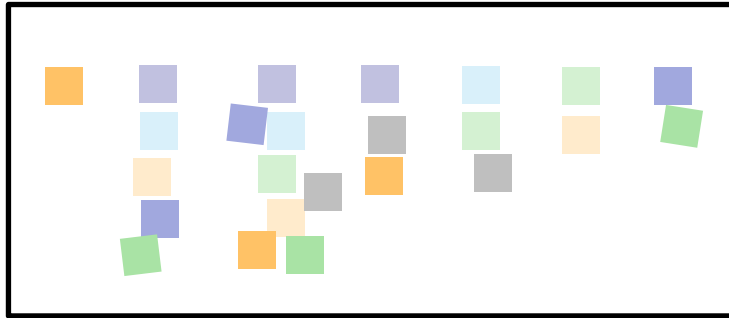


Knowing Each Other

Why are others at the table?

What is the hope of others for the future?

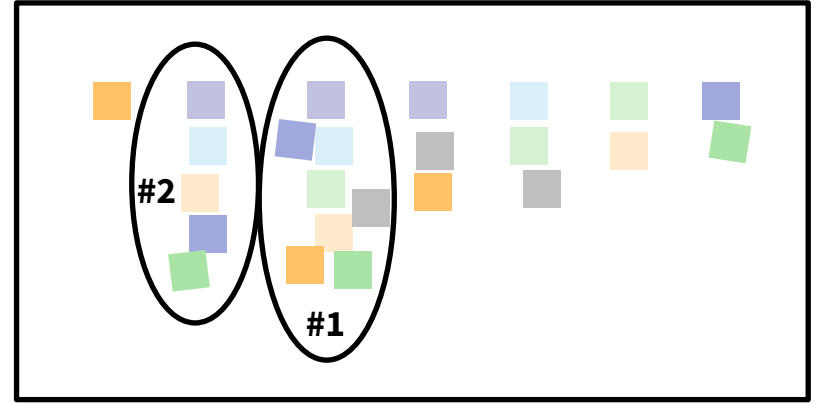
- Post and group similar hopes.



Identifying Barriers to Hopes & Dreams

Repeat the process

- Focus on the largest group first.
- **Write down up to 3 barriers that could keep your community from achieving this dream.**



Framing the Discussion for Root Causes

WORDS MATTER

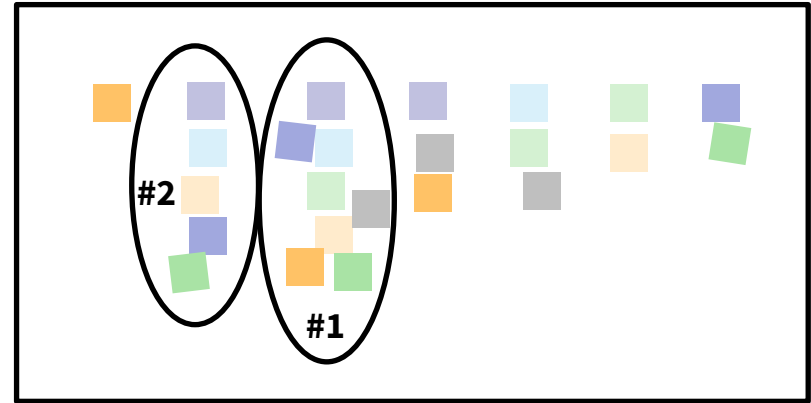
Responding to perceived barriers...

- “Help me understand.”
- “Tell me more.”
- Avoid judgement - Don’t say “yes” or “no” or “I agree” or “I don’t agree.”
- **Stay neutral while listening!**

Identifying Pathways to Hopes & Dreams

Repeat the process

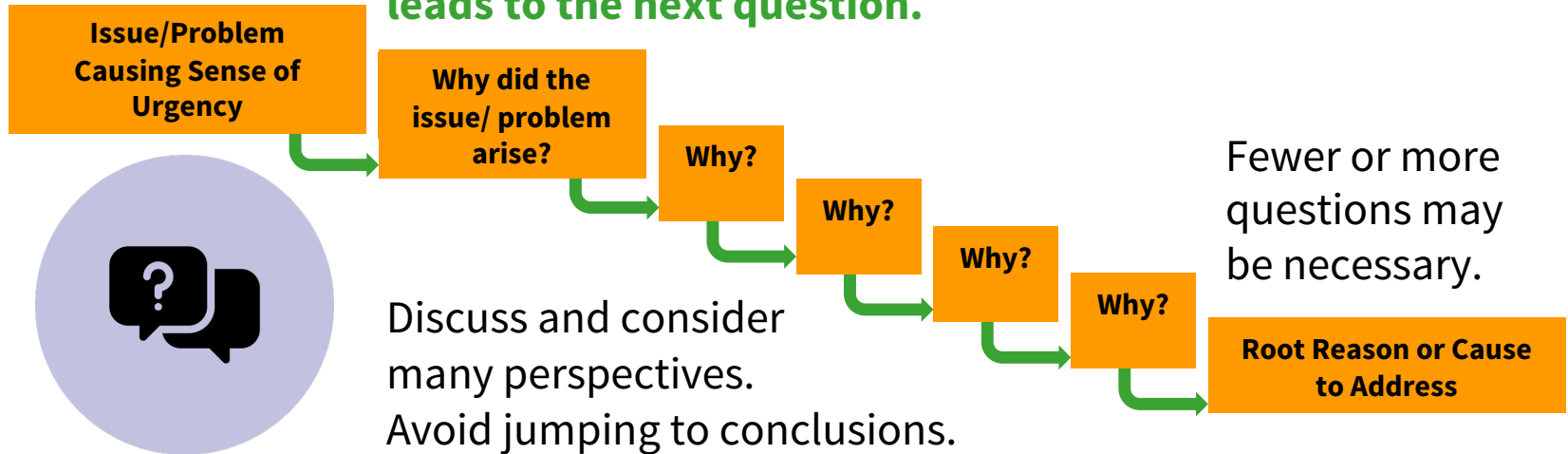
- Focus on the largest group first.
- **Write down up to 3 possibilities or reasons why this dream can be achieved.**



Understanding Your Sense of Urgency

THE FIVE WHYS

Each question's answer leads to the next question.



The Purposes Behind Asking Why Over and Over

#1

Grow leaders that welcome, appreciate, and pursue continuous improvement and the change necessary to do so.

The Purposes Behind Asking Why Over and Over

#2

Build a culture that values and embraces progress over perfection while working together towards excellence.

The Purposes Behind Asking Why Over and Over

#3

Address the cause(s), not just the symptoms.

The Purposes Behind Asking Why Over and Over

#4

Be more informed!

Allow data and multiple points of view to perform an evidence-based analysis.

The Purposes Behind Asking Why Over and Over

#5

**Identify and fix or eliminate issues in
your system for good.**

– OR –

**Leverage an opportunity to its maximum
potential.**

Next Steps in Your Community

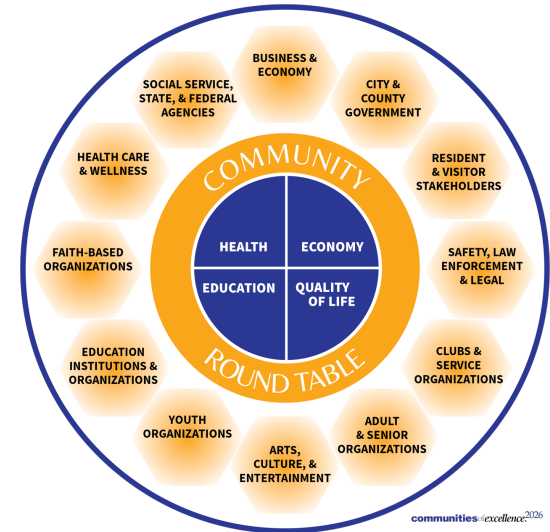
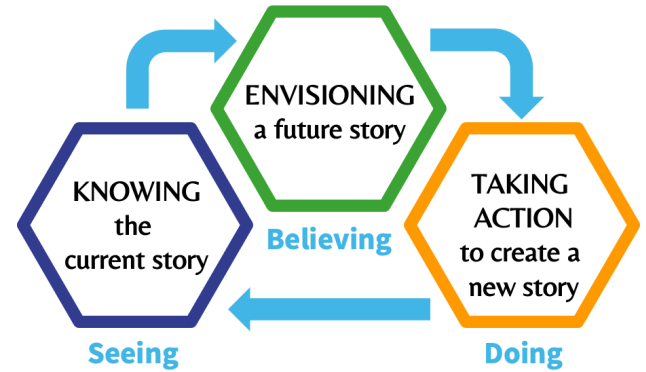
Listening

SPEED SHARING

Find someone from another community in the room and share what you are taking back from this session's activities to your community.

Knowing Your Community's Story

- What puts your community on the map?
- What do residents and other stakeholders value, need, desire?
- What does the data say?



Thank you!

“Some men see things as they are and say, ‘WHY?’
I dream of things that never were and say, ‘WHY NOT?’”

– George Bernard Shaw

Remember to keep a positive outlook filled with hope and energy for what is possible as you understand the root causes underlying your challenges. They are doors opening up opportunities for improvement.