

## FACILITATION GUIDE

# Problem Identification & Definition Workshop

---

## Welcome

### Introduction Activity (if necessary)

To get started we'll do a brief exercise to get warmed up and introduce ourselves. Looking at the Miro Board, copy and paste a sticky note and fill out the following information.

- Name and title
- Real world job
  - Describe what your "Real world job" is. Our titles often don't do a good job of really describing what our days look like so please share in a few words/phrases what your actual day to day work looks or feels like. This is just for fun so whatever comes to mind you can jot down
- What is the value and impact of the work that you do?
  - Share a few sentences
- For fun/ice breaker: A song that makes you smile

Take 4 mins to fill this out and we'll ask everyone to share what they wrote

## Introduction

### Agenda

We'll start off with a few reminders to keep in mind as move through the exercises in this workshop

- There are no right or wrong answers, rather this is a space to explore together
- Key for this workshop will be focusing on defining problems. I will call out if I think we are heading off track from that / others can too by raising their hands
- There will be plenty of time to think about how to solve these problems later. I have seen time and time again the value there is in not just identifying problems but really getting to know and defining them with thought and care prior to getting into any problem solving or brainstorming
- People may have different insights to contribute in getting to know the problems: how they show up, patterns, how they impact various people and departments, why that matters, how it may be

connected to other problems etc. These diverse perspectives will be important for learning about how these problems impact everyone's work

We also want to share workshop norms we'd like to use to guide us today:

- **Be kind and respectful in your communication:** Your words have an impact! When communicating with anyone within the community, we ask that you always use kind and respectful language.
- **Make space, take space:** We invite and encourage you to speak up and share when it feels appropriate! That said though, we also encourage you to make space for others to share and contribute as well. Take space when you have something to share, but ensure you're also making space for others as well.
- **Promote collaborative + supportive environment:** We want to build an environment that fosters collaboration and trust. As such, we ask that you ensure your actions and words help us work towards building and maintaining a space where we can all collaborate and support each other.
- **Respect this as a safe + confidential space:** Oftentimes conversations may include sensitive topics. We expect participants to not disclose the names of other participants and/or what they may have shared without their explicit permission.
- **Stay curious:** We encourage you to be curious when engaging with others in the community. Staying curious allows us all to continue growing and learning.
- **Assume goodwill:** Remember that we all have different perspectives and lived experiences. How you perceive a situation may not be the same as someone else.

Are there any other norms you'd like to bring in this workshop?

## Exercises

### Question 1: Identifying Core Problems

- Part 1: What are the problems that show up in your everyday work that limit the ability of programs to use technology in delivering on their goals?
  - Take 5 minutes to list out your ideas on sticky notes
- Part 2: What themes do you see in the problems listed above?
  - Over the next 5 minutes work together to start grouping the problems into themes and label each theme with a different colored sticky note. Feel free to move around sticky notes and discuss where problems may overlap or be different from one another
- Part 3: Now that you have jointly landed on some key themes among the problems, start to think about what these problems feel like in your everyday work.
  - Now please look over the set of images below
  - For each theme, select from the images ones that represent what this problem feels like and explain why it feels this way on the theme-colored sticky note

## Question 2: Defining Core Problems

Next we'll move to the definition exercise where we will use the following tables to go deeper into describing and sharing about the problems.

- First, put the themes at the top of each of the problem definition tables
- Take 15 minutes to independently add sticky notes to answer the questions in the tables
  - If you have a over 5 themes, feel free to divy up among the group to do focused brainstorming to add sticky notes on particular themes
- Once done, as a group walk through all the sticky notes in each table and discuss what was shared. Be sure to ask clarifying questions during this part of the discussion

## Question 3: Learning More About Core Problems

Now we'll step back from the tables and take time to think about what knowledge or experiences may be missing here that could help in defining these problems.

- Think about the following questions independently and write out sticky notes with ideas
  - How can we use the diversity of experience on this team to jointly better understand and get to know these problems?
  - What data do we have access to, relationships we can leverage, future tests/projects we could try to learn more?
- Discuss what areas of exploration and opportunities the group can look into as next steps in helping to fill the knowledge gaps about the core problems and consider partnerships that may help in doing so

## Wrap up

- Thank you all for your time, ideas, and many contributions today
- We understand that new thoughts may come up after this ends so please feel free to continue to add to the Miro after this ends. We will revisit this as a group and use this to help in our ongoing conversations aimed at focusing on addressing core problems in digital delivery