



# Workshop purpose

- **What are Liberating structures**
- **DAD ( Discovery & Action Dialogue)**
- **Explore where else you can use them**



# Liberating Structures explained

**Simple rules and structures that make it easier to 'liberate' ideas and contributions from everyone in a group.**



# What are Liberating Structures?

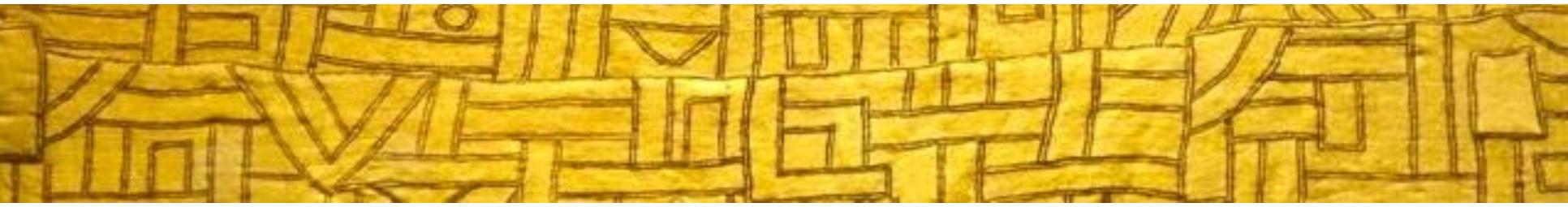
- **Simple social workshop designs that distribute participation more widely, while drawing out greater difference and variation within groups**
- **A repertoire of techniques that reliably generate novelty**
- **A pattern library collection for organising groups to collaborate and mutually shape their work together**
- **A collection of tools & facilitation techniques that share a similar logic or organising structure**
- **Tiny methods that make it possible to benefit from complexity instead of flattening, ignoring, and pushing it away**

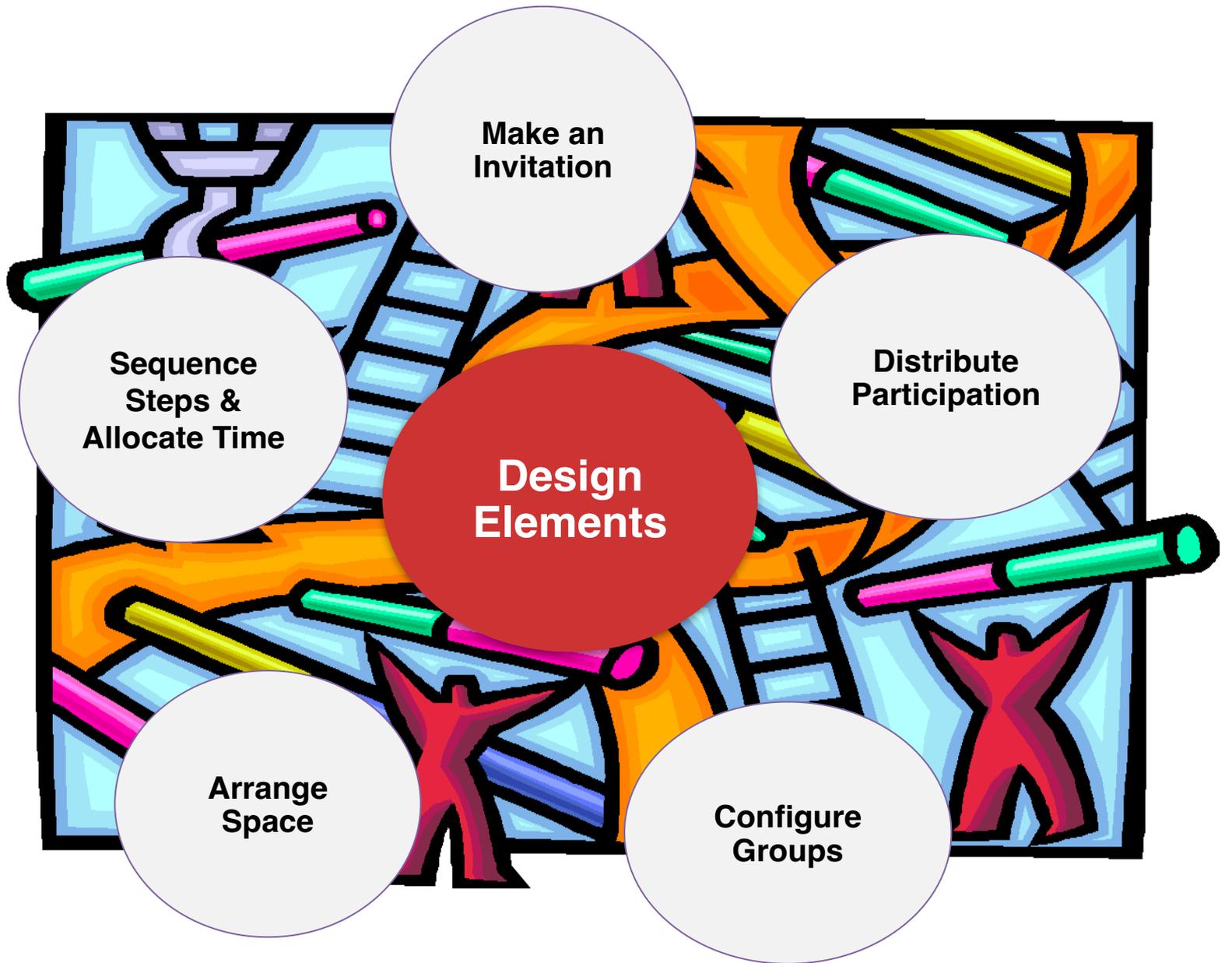
# 33 unique structures

## The 10 Principles

1. Include and Unleash Everyone
2. Practice Deep Respect for People and Local Solutions
3. Build Trust As You Go
4. Learn by Failing Forward
5. Practice Self-Discovery Within a Group
6. Amplify Freedom AND Responsibility
7. Emphasize Possibilities: Believe Before You See
8. Invite Creative Destruction To Enable Innovation
9. Engage In Seriously-Playful Curiosity
10. Never Start Without a Clear Purpose

LS Menu 	Wicked questions 	What' debrief 	Min specs 	Heard, seen respected 	What I need from you 	Integrated autonomy 
Design elements 	Appreciative interviews 	Discovery and action dialog 	Improv prototyping 	Drawing together 	Open space 	Critical uncertainties 
1-2-4-All 	TRIZ 	Shift & share 	Helping heuristics 	Design storyboards 	Generative relationships 	Ecocycle 
Impromptu networking 	15% solutions 	25 : 10 crowdsourcing 	Conversation café 	Celebrity interview 	Agree/certainty matrix 	Panarchy 
9-whys 	Troika consulting 	Wise crowds 	User experience fishbowl 	Social network webbing 	Simple ethnography 	Purpose to practice 





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# Discovery & Action Dialogue

Discover, spark and unleash local solutions for problem solving





# Discovery and Action Dialogue

Discover, spark and unleash local solutions to chronic problems

- Seven Powerful Questions:

1. How do you know when **(the problem is present)**?
2. How do YOU contribute effectively to **solving the problem**? What do you do?
3. What prevents you from doing this or taking these actions all the time?
4. Is there anyone you know who is able to frequently **solve the problem**? How?
5. Do you have any ideas?
6. What needs to be done to make it happen? Any volunteers?
7. Who else needs to be involved?





# Core Questions & Their Purpose

How do you know when ___ <i>the problem</i> is present?	<ul style="list-style-type: none"> <li>~ Affirm the participant's existing knowledge of the problem</li> <li>~ Provide opportunities to get questions on the table</li> </ul>
How do YOU contribute effectively to _____ <i>solving the problem</i> ?	<ul style="list-style-type: none"> <li>~ Focus on personal practices, NOT on what other people don't do</li> <li>~ Amplify / confirm the participant's knowledge of effective practices</li> </ul>
What prevents you from doing this or taking these actions all the time?	<ul style="list-style-type: none"> <li>~ Identify real barriers and constraints to the effective behavior</li> <li>~ <i>What prevents you?</i> identifies barriers rather than <i>Why don't you?</i> which sounds judgmental</li> </ul>
Is there anyone you know who is able to frequently _____ <i>solve the problem, overcoming barriers</i> ? How?	<ul style="list-style-type: none"> <li>~ Establish that getting around barriers is possible</li> <li>~ Identify the existing-but-uncommon successful strategies</li> <li>~ Spark curiosity and inventiveness</li> </ul>
Do you have any ideas?	<ul style="list-style-type: none"> <li>~ Identify the supports that make the desired behavior more likely</li> <li>~ Provide an opportunity for participants to generate and share new ideas for enabling the desired behavior</li> </ul>
What needs to be done to make it happen? Any volunteers?	<ul style="list-style-type: none"> <li>~ Identify action steps, target dates &amp; feedback loops for metrics</li> <li>~ Invite volunteers for each action step (capture ideas that don't yet have an identified action plan or volunteer in your "butterfly" net.</li> </ul>
Who else needs to be involved?	<ul style="list-style-type: none"> <li>~ Widen the circle of people involved in discovering and inventing solutions, drawing in <i>unusual suspects</i></li> </ul>

# Discovery & Action Dialogue Roles

## **Guide or Facilitator**

- Welcome everyone into the conversation
- Use the question guide to invite participants to engage *with each other*
- Non-linearity might unfold – it's ok!
- We'll have ~3-5 minutes per question. It's ok if you don't get through everything

## **Butterfly (Insight) Catcher**

- Use a blank sheet to record answers as you go
- Don't worry about capturing everything – look to catch butterflies
- Help the guide go back to important insights that might've passed



# Tips for Facilitating DaAD

## Do NOT:

- Answer questions that have not been asked directly to you
- Miss opportunities to “catch butterflies” – record actions to be taken by participants (NOT YOU) as they pop up
- Come away with a to-do list for yourself
- *Decide about me without me...* instead invite “them” into the next dialogue
- Respond positively or negatively to contributions, instead the group sift through their own assessments (e.g., ask, “How do others think or feel about this suggestion?”)

## Do:

- Start with the purpose, *We are here to stop/start \_\_\_\_\_!*
- “Give” questions back to the group, wait at least 20 seconds for a response (looking at your shoes can help!)
- Encourage quiet people to talk
- Flip cynical assertions by asking, “If I understand you correctly, no one has ever done this successfully or well!”
- Work through all the questions without worrying about the order: the dialogue WILL be non-linear
- Maintain humility, you “sit at the feet” of people with solutions

***Form groups of 4-6. Identify the **Guide** and **Butterfly Catcher**...***

**Release Time For Quality improvement**

***How do you know when the problem is present?***

***How do we know that staff don't have time for QI?***

# Discovery & Action Dialogue Questions-at-a-Glance

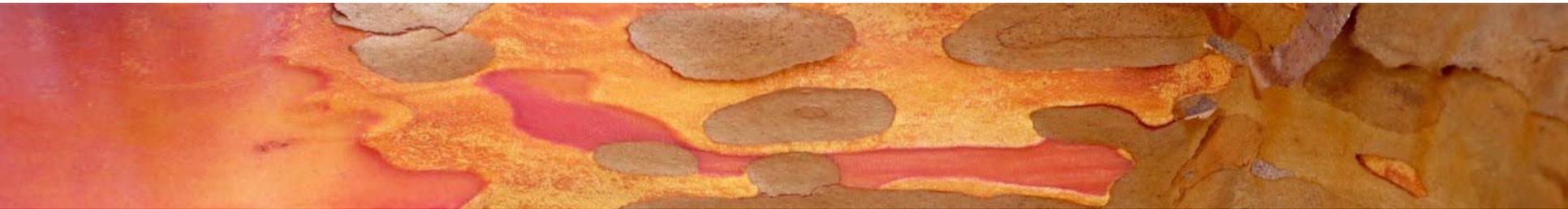


- 1. How do you know when [the problem is present]?*
- 2. What do you do to work on the challenge and encourage others to do the same?*
- 3. What makes it hard to do these things all of the time? What prevents you from always doing them?*
- 4. Do you know anyone who makes progress look effortless? What specifically do they do?*
- 5. Are any new ideas emerging for you around this chronic challenge?*
- 6. What do you need to make it happen?*
- 7. What needs to happen next? Who are the unusual suspects that you need to include?*

# Debrief

**What stood out about DAD?**

**How else might this be useful?**



# Thank you, feedback & next date

- Please share your feedback on this session:
- Get involved – help facilitate a future session?
- Join Q's 'Liberating Structures in Healthcare' group: <https://q.health.org.uk/community/groups/liberating-structures-in-healthcare/>
- Next met up of the SIG: 2nd November 2023 @ Midday

