A Fresh Start: Giving Programs and Events a Belonging Makeover
Using the materials on the tables, create an image that represents belonging in your organization’s events and programs.
“If I had an hour to solve a problem I'd spend 55 minutes thinking about the problem and 5 minutes thinking about solutions.”

– Albert Einstein
Step by Step – Makeover Guide

Mins

3
The presenter gives an overview of the situation / dilemma and charts a focusing question.

4
The group asks clarifying questions of the presenter.

5
The group asks probing questions to expand thinking and perspective.

6
The group (without presenter) talks about the situation – refrain from solutions!

4
Redesign – Keeping the 10 Principles in mind, share ideas to redesign the situation (Without the presenter).

3
The presenter reflects back and shares their thoughts and any next steps they may take.
Presenting the situation / dilemma

The presenter gives an overview of the dilemma and charts a focusing question.

- The overview should provide as much background information as possible:
  - Describe the situation - Who was involved (what roles)? What were your goals?
  - What happened?
  - What was the desired outcome?
  - What’s preventing you from getting there?
  - How do they impact the organization?

The question needs to be framed very carefully, really focusing on what the presenter wants to get out of the makeover.
Clarifying Questions

Clarifying questions are questions with brief, factual answers!

The group asks **clarifying questions** of the presenter (Questions with brief, factual answers!)

- Is this what you said...?
- Did I hear you say...?
- Did I understand you when you said...?
- What’s another way you might...?
- Did I paraphrase what you said correctly?
- I'd be interested in hearing more about...
- If you'd give me an example of...so I can be sure I understand?
- So, are you suggesting that...?
- Tell me what you mean when you say...
Probing Questions – Examples

These questions are designed to help the presenter clarify and expand their thinking about the dilemma, to gain insights.

The group asks **probing questions** to expand thinking and perspective.

- Why do you think this is the case?
- What would you have to change in order for...?
- What do you feel is right in your heart?
- What do you wish...?
- What’s another way you might...?
- How was... different from...?
- What was your decision making process?
- If you were ______________, how would you see this situation?
- What if time, money, etc. were not an Issue?
- What is the best outcome in this situation?
- When have you done/experienced something like this before? What happened then?
- What do you assume to be true about...?
Possible questions to frame the discussion:

The group (without presenter) talks about the dilemma presented – refrain from solutions!

- What did we hear?
- What didn’t we hear that might be relevant?
- What assumptions seem to be operating?
- What questions does the dilemma raise for us?
- What do we think about the dilemma?
- What might we do or try if faced with a similar dilemma?
- What have we done in similar situations?
Reflect and Redesign

Share ideas – what might you do to redesign the event or program?

Redesign – Keeping the 10 Principles in mind, share ideas to redesign the event or program you just heard about.

The presenter listens and takes notes.
Next Steps

The presenter reflects back and shares their thoughts and any next steps they may take
Giving Programs and Events a Belonging Makeover

TAKEAWAY TIPS

Ask “How”

Define event’s goal(s)

Constituent ownership in event design and event

Surveys + the power of the right questions (aligned to goal)

Organic small groups

Reach out and ask for help

Bring back to team

Debriefing meetings

Culture change

Both/and mindset
What is your WISDOM?

(What I Should Do Differently On Monday)