



CULTURE OF BELONGING MAKEOVER GUIDE

What is a Culture of Belonging Makeover?

A culture of belonging makeover is a structured process for groups to analyze a challenge, design creative solutions, and reflect on existing programs or processes using a Culture of Belonging lens. For example, we might harness the power of the group through this process to explore how might we:

- Reach new people?
- Engage more families?
- Design a gathering for a more meaningful experience?
- Encourage people to come back, stay or bring others?
- Build a more cohesive, effective team or board?

Why Conduct a Makeover?

This process enables the group to:

- Think more deeply about a dilemma or opportunity, challenge their assumptions, and rethink some aspect of their practices.
- Contribute and influence the outcomes of any situation.
- Gain multiple perspectives while using a structured format.



How to Conduct a Makeover - Step By Step Guide

Makeovers work best in small groups of 3-5 people, with one facilitator to lead and time the process. The specific structure can be adapted or simplified, but it must follow a strictly timed format with clear instructions for each component. One group member is the presenter, bringing a carefully framed challenge or question for the group to work on—the more specific the better. The presenter should consider what they hope to gain from the process, and how to define the issue and context.

1. Presenter shares the question, challenge or opportunity (5 min)

- What is the current situation? What is the desired outcome?
- What is preventing you from getting there? How is it impacting the organization?
- Why is this an issue? Who is involved?

2. The group asks clarifying questions and gives brief/factual answers (4 min)

- 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...
- Tell me how that idea is like/different from...

3. The group asks powerful questions to clarify and expands the thinking about the issue (6 min)

- 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 is another way you might...?
- How was... different from...?
- When have you done/experienced something like this before? What happened then?
- What do you assume to be true about...?
- Why is this a dilemma for you?
- How might your assumptions about... have influenced how you are thinking about...?
- What if time, money, etc. were not an issue?
- Who (else) could help you with this? How? Why?
- What is the best outcome in this situation?

4. Discussion – group with the presenter listening but not speaking, talks about the challenge and REFRAINS from solutions! (7 min)

- What did we hear that might be relevant?
- What assumptions seem to be operating?
- What questions does the challenge raise for us?
- What do we think about the challenge?
- What might we do or try if faced with a similar issue? What have we done in similar situations?

5. Suggestions and reflections – group offers ideas to try; presenter listens and takes notes but doesn't speak or respond (6 min)

6. Presenter summarizes and reflects on what they heard, what they might adopt (4 min)

7. Group shares: How is this relevant to me? Each one shares from his\her own experiences (7 min)

Things to keep in mind:

- The question you present and are trying to solve should be very clear.
- Keep an open mind—refrain from judgments or speculations of any kind.
- Make sure everyone's voice is heard—it's easy for a few people to dominate
- Listen with intent. Remain in a listening mode.
- Don't jump to the solutions. Take time to understand the question and assumptions.