



Fishbone Generation Protocol

WHY?

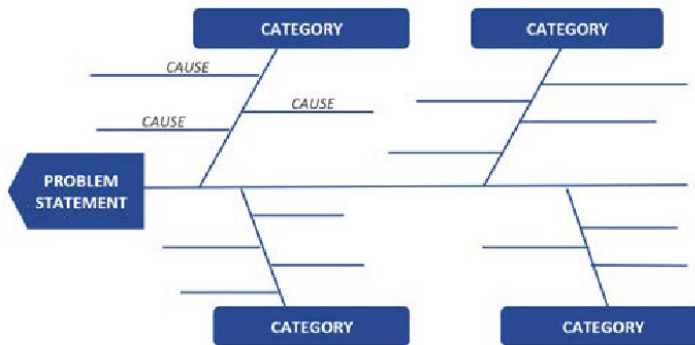
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Real solution is found here



1. Write the problem in one sentence
2. Brainstorm causes
– Ask five “Whys?”
3. Share and categorize causes
4. Post and reflect
5. Debrief

Fishbone Generation Protocol

The purpose of this protocol is to arrive at a deeper understanding of the problem we want to address (before jumping to solutions).

Norms:

- **Avoid Solutionitis**... the goal is to understand the issue, not solve it (yet)
- **“Yes and”**... the goal is to generate lots of ideas, and not fixate on one
- **Embrace “definitely incomplete; possibly incorrect”**
- **Share the air**

1. Generating our Problem Statement (5-7 minutes)

- Individual: What is the problem we need to solve? See if you can express the problem in one sentence.
- Use the Problem statement: **It can be challenging to effectively coordinate inclusion supports** You may choose to modify the problem statement

2. Initial Brainstorm of Causes (5 min.)

Based on your work digging into the problem (i.e. empathy interviews, expert convenings, relevant data, research, etc.) and your own ideas/experiences, *individually brainstorm* as many causes as you can that might contribute to the problem/issue. Write each cause on a different post-it. *For meaty “big” topics, it can help to ask a chain of “why?”.*

3. Share & Categorize (15-20 min)

- *Share around* : Each person shares one cause contributing to the problem. If others have a similar cause, you can start to group those post-its together on your poster.
- *Continue to share* your initial brainstorm, building on each other’s ideas and adding new causes that may contribute to the problem.
- **Cluster on your Poster:** Group related causes together, and give each category a title. (The stuff on the post-its are the details/bones on the fishbone).

4. Post & Reflect (5 min)

Post your poster to the wall. Does your diagram capture the root causes you think are important? Anything missing? Then *each person* gets to vote with *one heart* and *one star*.

- *High Leverage:* Put a **heart** by the factor, that if addressed, you think would have a significant impact on the problem.
- *Practical:* Put a **star** by the factor that is within your control, that your team could address with little effort.

5. Debrief (5 min)

How did we do upholding the norms? How might we adjust this protocol in the future?

