Systems Thinking Iceberg Activity Guide – Virtual Facilitation

| EQUIPMENT	MATERIALS
1. Laptop or Desktop Computer with video and audio capabilities 2. Videoconferencing and screensharing capability	1. Facilitator's guide 2. PowerPoint Iceberg Template

Facilitation notes:

Most variables need to be non-directional. Example: instead of lack of transportation; access to transportation. Policies may be binary (yes the is one/no there is not one).

You may consider dividing large groups into breakout rooms if you have additional facilitators.

Time: 40 minutes

1. Set the Iceberg template image as a background in Jamboard. Please see Jamboard Instructions for more information on how to add a background image.
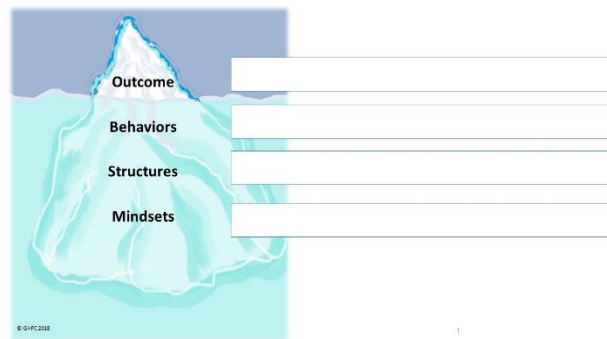
2. Ask the group to identify the **outcome** they would like to put at the top of their iceberg for the activity. (ex. Overdose deaths, infants born with NAS, etc.). Type their outcome on the template.

3. Ask the group to identify **behaviors** that lead to those outcomes: <u>Who</u> does or doesn't do <u>what</u>? Participants use one sticky note per behavior. (Facilitation note: prompt participants to think about what particular people or groups, such as pharmacist or parents, are doing that impact the outcome)

4. Have the group pick <u>one</u> behavior to drill down on; <u>bold</u> that behavior and ask the group to identify **structures** that force, enable, or prevent the identified behavior. Participants create one sticky note for each structure identified.

5. Have the group pick <u>one</u> structure to drill down on; <u>bold</u> that structure and ask the group what **mindsets** support those structures (knowledge, beliefs, attitudes, norms). Participants create one sticky note for each.

6. Ask a participant to tell a story from bottom to top: When so-and-so have X mindset, they are more likely to create x structure. ***When x structure is in place, then people (or particular sub-group) are more/less likely to do y behavior. Increasing levels of y behavior in the population result in higher (or lower) levels of z (the outcome).***

7. At what level(s) and how is our project trying to intervene?
    a. If time allows, ask the group to identify a possible intervention at each level.

8. Lead the team debrief: What did you learn, and what does it mean for your project going forward? Are there leverage points you may be missing in your current efforts? Steps you should do in a different order? Undesired consequences to keep in mind?

9. If you had breakout rooms, return to the main room for a whole room share and debrief.

Systems Thinking Iceberg Activity Guide – In-Person Facilitation

Materials: Flip-chart with a sketch of the iceberg with levels labeled. Sticky notes. Pens, pencils, or markers.

Facilitation notes: Most variables need to be non-directional—example: instead of lack of transportation; access to transportation. Policies may be binary (yes the is one/no there is not one).

You may consider dividing large groups into breakouts if you have additional facilitators.

Time: 40 minutes

1. Ask the group to identify the **outcome** they would like to put at the top of their iceberg for the activity. (ex. Overdose deaths, infants born with NAS, etc.). Write their outcome on the flipchart. You may pre-label on the flipchart if you have an established outcome for your project.

2. Ask the participants to write the **behaviors** that lead to those outcomes on a sticky note. One behavior per sticky note: <u>Who</u> does or doesn't do <u>what</u>? (Facilitation note: prompt participants to think about what particular people or groups, such as pharmacist or parents, are doing that impact the outcome). Participants take turns sharing the behaviors that they identified and place the sticky notes on the iceberg flip chart.
3. Have the group pick <u>one</u> behavior to drill down on; and ask the participants to write **structures** that force, enable, or prevent the identified behavior. One structure per sticky note. Participants take turns sharing the structures that they brainstormed and place the sticky notes on the iceberg flip chart.
4. Have the group pick <u>one</u> structure to drill down on; and ask the participants to write **mindsets** support those structures (knowledge, beliefs, attitudes, norms). One mindset per sticky note. Participants take turns sharing the mindset that they brainstormed and place the sticky notes on the iceberg flip chart.
5. Ask participant to tell a story from bottom to top: When so-and-so have X mindset, they are more likely to create x structure. ***When x structure is in place, then people (or particular sub-group) are more/less likely to do y behavior. Increasing levels of y behavior in the population result in higher (or lower) levels of z (the outcome).***
6. At what level(s) and how is your project trying to intervene?
   If time, Ask the group to identify a possible intervention at each level.
7. Lead the team debrief: What did you learn, and what does it mean for your project going forward? Are there leverage points you may be missing in your current efforts? Steps you should do in a different order? Undesired consequences to keep in mind?
8. If you had breakout groups, reconvene as a whole room to share and debrief.