

Participant Results

From Skill-Building Workshop

World Café Demonstration:

A Better Tomorrow Through Data-informed Decisions?

AEA 2012

Skill-Building Workshop 272

Thursday, Oct 25, 1:00 PM to 2:30 PM

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Description

This session is part the Gathering Guidance Working Group's demonstration of gathering and engagement techniques. Following a brief introduction to the World Café concept/approach, attendees will explore the issue of Creating a Better Tomorrow through Data-informed decisions through a World Café conversation. The method uses informal conversation "cafés" for progressive discussion in small groups. The dynamic of a "café ambiance" allows for relaxed and open conversation to take place. This session will ended with reflections on the value of the World Café process to evaluators.

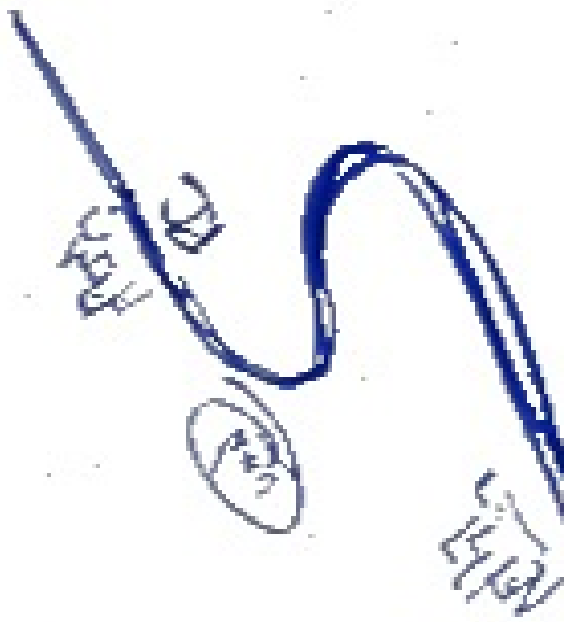
This document presents the results of the two Café Harvests when attendees (1) explored our issue and (2) reflected on the value of the World Café process to evaluators. Following the Harvest transcriptions are photos of the table-top papers that attendees wrote and drew on in the three rounds of conversations.

How can we ensure data-informed decision making creates a better tomorrow?

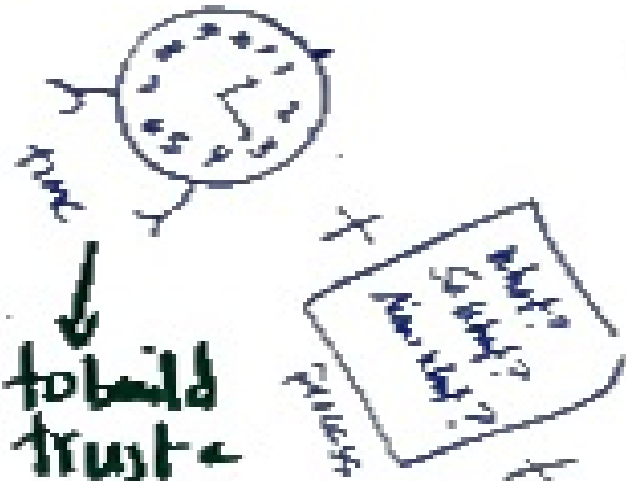
- Explore whose rules for truth control decisions
- Talk about data as listening
- Provide professional development to stakeholders to empower them to instill evaluation
- Educating about evaluation! Buy-in!
- What? So what? Now what?
- Listen first
- Shared consensus; educating client to value learning as much as production
- Ownership & buy-in
- Schedule opportunity to re-group (especially with longer evaluations)
- Having stakeholders feel they have control ; "client driven"
- Data owners: insiders drive policy; important that it's an insider; what if no insider, who can do this?
- Clarify purpose of evaluation with stakeholders; accountability vs. strategic learning
- Reflection and sense-making as part of strategy
- Technology as a tool to foster utilization and ownership

World Café Gatherings in our Evaluation work?

- Can help redress power disparities
- Willing host was crucial
- Importance of following process
- Trust, equity & communication
- Building trust & relationships
- Helps to avoid rejection or limits to the process
- Iterative process; richer
- Good for collecting stakeholder input
- Even more structure than a “think tank” (very similar)
- Generating ideas, e.g., research questions, theory of change, reflection on findings and next steps
- Don’t need a leader; grassroots; self-organizing; spontaneous
- Creates buy-in, consensus and validation
- Importance of question as a guide
- Interaction is interesting, enjoyable and refreshing
- Direct questions when learning about project and what is needed
- Value of a progressive thread
- Helps deal with different personalities in a very efficient manner
- Everyone contributes
- Now what? (action items?)



Client was
data driven decision



Relationships

Fixed costs

Who's job is this?

data?

data-driven & change driven



Hard to know whether reports feel like a success

What? → So what? → Now what?

Client
improvement
in
Soba
Data Interpretation
Failure
Participant-Focused

Technology
as a
key
to
success

THE
FAST
LISTEN
PLAYERS

WHOSE
 RULES?
 "TRUTH?"

WHICH
 INFO
 TO USE?

STORY
 MEANING
 HAS

Reference:
 SCAPPOLOS
 15/12/2014

Failure and
 Success are
 both critical to
 lessons learned.



Exploration
 Start broad + messy
 sometimes!
 depends on the
 problem/issue



THE
 FAST
 LISTEN
 PLAYERS

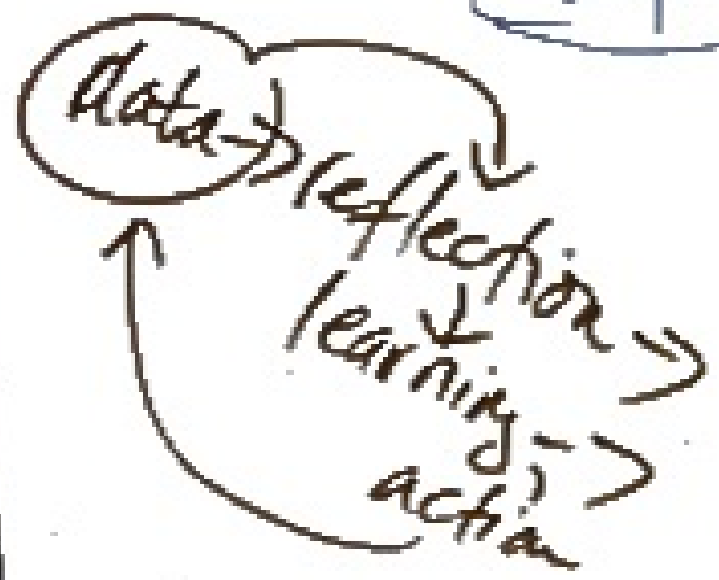
Building reflection
into the plan

ST

Money for flight data collection

Build capacity & communicating
Use of data

Relationships



structure + process
creation

Clear about purpose

accountability vs
strategic learning

Experiential - use
the tool
Skills
Demonstrations

Tech / data / systems
visualization

Partnering with
accreditation bodies

*evaluator as educator
unpacking
critically
unpacking

Listening
process data
(comprehensive)
Sensitive
cutting
Norms
Question (Witness)

New methods
Multiple disciplines

ask
change
learn
witness
listen to community

Cross-cultural + international
learning everything
from a-z

Evaluators
acknowledge
importance
of social fabric

"Listening
with
INTENT"
Evaluation
Policy

Making the implicit explicit
insist all voices are at
the table



CLIENT "UNARMED"
 by Need for Audience
 to be ready for
 (collective of all!)

REALLY TAKEABLE DATA-BASED CONVERSATIONS

SAFE LIKE REQUEST
 over
 DAY

SAFER

MAKING USE
 of DATA
 for creative!
 Pressures are Database - but Fiction
 Poetry + Stories

Deeper
 Conversation



TRUST

Readiness

Relationships →
 Safe Engagement

Client Ownership
 of data

building
 trust

THING
 IMPORTANT!
 SUCCESS -
 Data - Not
 Too much, too little
 Replicated in Data
 Digging Deeper
 MORE EXPERIENCE
 MORE SUCCESS
 PROVIDING
 SERVICE
 INCLUDING
 EVERYONE
 THESE!
 SYSTEMS
 RESEARCH
 TRUST!
 DATA CREATING
 TRUST!
 TRUST!