

# Does This Make Sense to You?: How being “lost” can further your Eden Alternative journey

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## **Quick overview of sensemaking:**

Sensemaking starts when, out of the unremarkable flow of everyday events, *something* arises that is “different from the expected state of the world (what is that?), or is noticeable when there is no obvious way to engage the world (what do I do about that?)”. These markedly different events focus one’s attention, and, to get moving again, people give that *something* a reasonable label. These labels are not sure things, but suggest a reasonable way of going forward: if this is X, then we should do Y. The labels are tested by acting on them. A final step in a sensemaking episode entails looking back over the earlier observations or events and seeing a pattern, and recasting them to fit the label. If the problem is solved, then the label was right.

## *Bounded Rationality: A consideration*

Bounded rationality refers to how people generally define situations and make decisions, which is with partial information, limited time and limited mental resources. To come up with better labels, having structured conversations through discussion techniques, like root cause analysis (see below) can improve how much information is included and how it is managed.

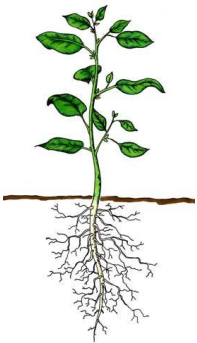
## *The Opportunity of Sensemaking on the Eden journey:*

Because sensemaking happens when there is a departure from the norm, and what to do next is not a sure thing, then there is room to try something new. In this room there is an opportunity to insert Eden principles in the labelling process, and then try them out.

## *Summary:*

To move further along the Eden journey people can take advantage of sensemaking events by importing Eden principles into the labeling process, and by using discussion techniques to avoid the traps of bounded rationality.

## **Tools to navigate sensemaking**



### **Root cause analysis: The 5 “Whys”**

This method of problem solving is based on the belief that problems are best solved by addressing the root cause of the problem rather than the symptoms.

1. Identify the problem
2. Analyze why the problem occurred
3. Get at the root cause of the problem by asking “why”
4. Continue to ask “why” until you get to the root cause
5. Develop recommendations to address the problem.

## Tools to navigate sensemaking

### SBAR

Use this tool when you want an action to be considered or taken; there is a problem to solve; there is key information to share; when you want to escalate a concern.

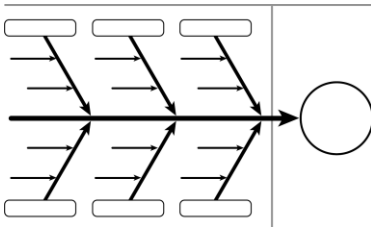
1. Identify the **S**ituation
2. Outline the **B**ackground information
3. **A**ssess your possible solutions
4. State you **R**ecommendations



### Fishbone Diagrams

Fishbone diagrams are beneficial for identifying root causes of a problem or gaps between actual & expected outcomes.

- Identify factors contributing to the problem in the following categories: resident, family, employee, policy, environment & equipment
- Determine your problem and develop recommendations to address it.



### 1, 2, 4, all

This tool creates an inclusive environment that taps into the imagination of your team and generates ideas quickly.

1. Identify and pose a question to your group as a whole
2. Self reflect on the question (1-2 mins)
3. Pair up with a partner. Discuss. (2-3 mins)
4. One pair joins another (group of 4). Discuss. (4 mins)
5. Pull the group together. Record themes across the groups & develop recommendations.



### References

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