

OGM: Asking the Right Questions

Lead with strengths



What does the data show is working well?

Why does it work well?

Identify the challenges



What's not working well?

Why is it not working well?

Analyze data through dialogue



What aspects of "what is working" can be used to find a solution?

What factors have been considered in reaching a solution?

What else do we need to know before we decide?

Make course correction



What changes do we propose?

Will the changes help us comply with regulations?

Do the changes advance our goals?

Who is responsible for implementing?

Check-in & follow up

What data will we need to review and how often?

How will we make sure the changes are working?

Is it a short-term or long-term solution?