

Asking the Right Questions SA



Lead with strengths

Where do the data say that your program has been particularly successful?

What is the story behind the success?

Analyze data through dialogue

What patterns or trends do you see over time?

How has the program made progress on its goals and objectives?

How are we doing on our most important measures?

What is the impact?

How else can we look at this?

Identify the challenges

Where did we fall short of our expectations?

Why did we fail to make progress?

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

Imagine possibilities

What limitations are we placing on our thinking?

How can we go beyond what we first thought?

Where can we innovate?

What will success look like?

Formulate discoveries

What did your analysis lead you to find?

How do your discoveries relate to the program’s goals and objectives?

What connections did you find among discoveries?

The Phases of the Self-Assessment Process



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Director & Management Team

- Develop plan for Self-Assessment (SA)
- Identify and invite internal and external team members
- Consult with Policy Council (PC) and governing body (GB) and seek approval of SA plan

SA Team or subgroups

- Explore systemic issues
- Review and analyze data and seek additional data, as needed
- Engage in dialogue using probing questions
- Examine progress on goals and objectives
- Formulate discoveries

Director

- Prepare SA report
- Submit report to PC and GB for approval
- Submit approved report to Regional Office

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3

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PRE

Design
Process

Engage
Team

Analyze
& Dialogue

Recommend

Prepare
Report

POST

4

2

Director & Management Team

- Orient SA team members
- Share the SA plan
- Share on-going monitoring, last year's SA report, and other data

SA Team

- Form team(s) and begin process
- Identify other team members, as needed

SA Team

- Consolidate discoveries across teams
- Prepare final recommendations to inform program planning
- Provide feedback on the SA process for next year's SA

Program Planning Cycle



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