

4 plus 1 questions

This tool is used to gather a team's collective learning to determine the next step. It is a way to reflect on an issue or project, look at what has been tried and learned, and use this to decide what to do next.

Benefits for the person

- Provides a record of what has been tried and how well it worked.
- A way to update one page profiles/person-centered descriptions.
- People are less likely to continue to do the things that are not working in terms of supporting a person.
- Figuring out better ways to support people is likely to happen faster.

Benefits for employees and the organization

- Everyone has a voice and feels listened to. One dominant voice doesn't take over.
- An efficient and effective way to gather collective learning and act on it.
- Helps people look at the learning from their efforts and gives them a way to take forward that learning to focus future efforts.
- More effective use of meeting time – avoids lots of talk and no action.
- Facilitates effective problem solving.
- Can be used to evaluate a specific process/effort or more generally looking at how we are doing.