Vision

The starting point of any Community of Practice should be the purpose or the mission of the community. Why does the community exist? The community's purpose often comes from the organisation's leadership, corresponding to the organisation's business goals. It is normally predefined by the sponsor alone or by the sponsor with a group of people.

Once the sponsor sets the 'why', we will be co- creating the vision for the community with our sponsor, a preliminary core group and potential members. When the vision has been formulated and aligned, we will be working on the strategy in support of delivering on the vision. At this stage, we will be working on high-level objectives.

- how to design and communicate our purpose, vision, objectives and strategy.
- how to use appreciative inquiry to identify and design a vision for our community needs, challenges and opportunities.
- how to pitch our community's value proposition and creation.

Problem Statements

WHAT

A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.

WHY

A problem statement is important to a process improvement project because it helps clearly identify the goals of the project and outline the scope of a project. It also helps guide the activities and decisions of the people who are working on the project. The problem statement can help a business or organization gain support and buy-in for a process improvement project.

How to Create your Problem Statements

Sharing here is the commonly used Tree Model exercise for creation of problem statements.

CONSEQUENCES

CORE PROBLEM

CAUSES
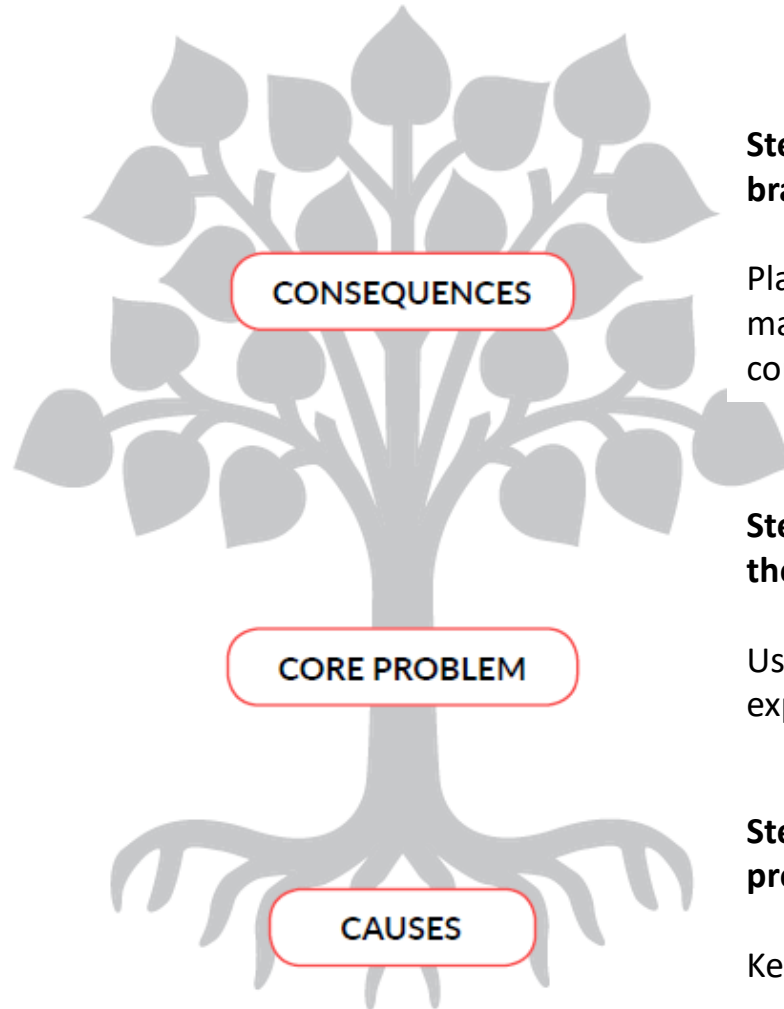
Step 2. Write down all the effects of the problem on the branches of the tree.

Place each effect on a different branch. Come up with as many effects as you can. Also map what other smaller consequences can arise due to the main effects.

Step 1. START HERE! Write down the core problem on the 'trunk' of the tree.
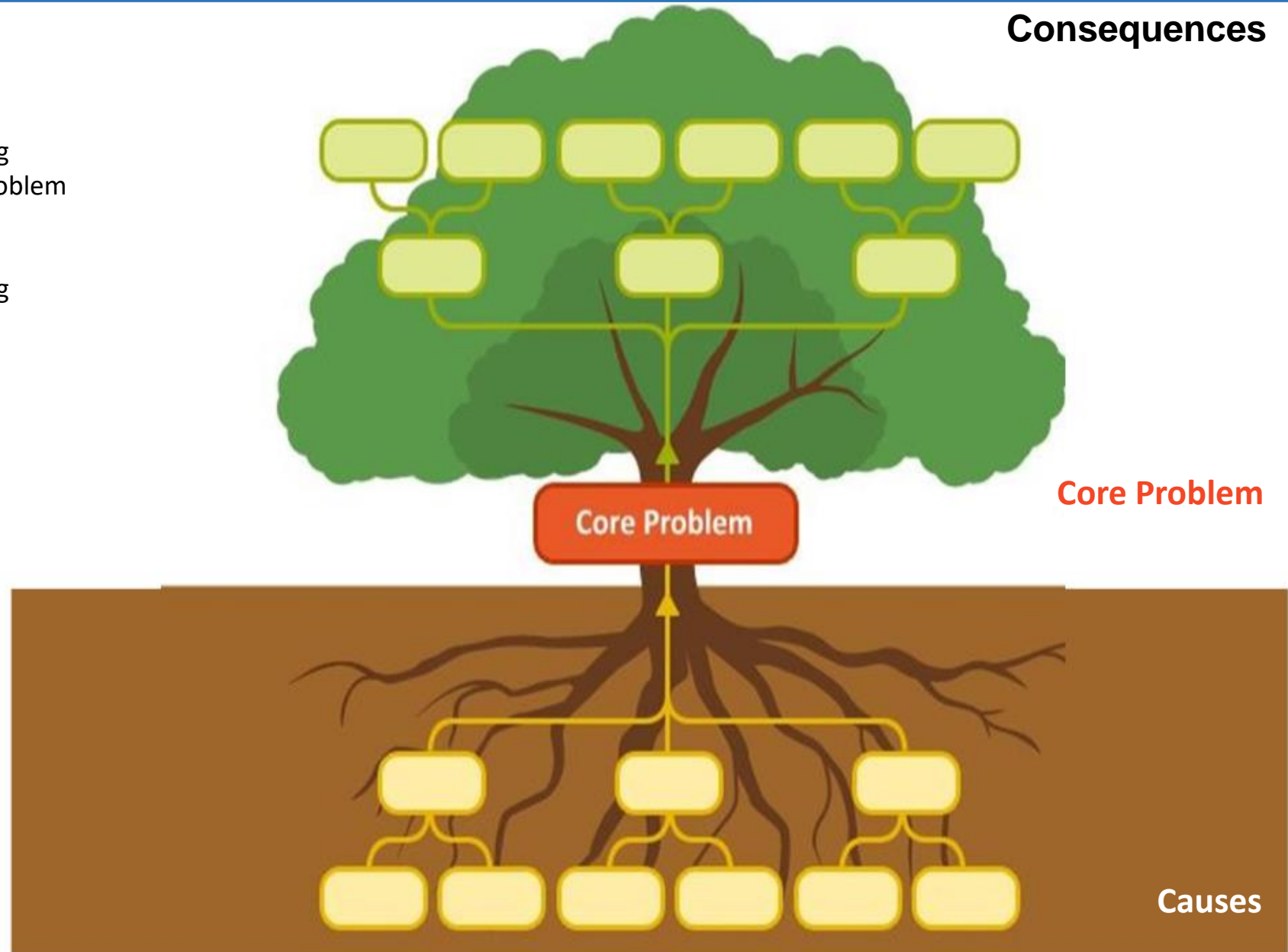
Use an example from their personal and work experiences.

Step 3. Come up with as many causes that lead to the problem.

Keep prompting them till you have more than 5 causes.

Adapted from the model shared by the Knowledge Management Global Network - KMGN

Consequences

Exploring the Problem

Guidelines (30 mins)
1. 5 mins individual work, 10 mins group sharing
    - Individually list consequences of the problem
    - Discuss as a group

2. 5 mins individual work, 10 mins group sharing
    - Individually list causes of the problem
    - Discuss as a group

Core Problem

Causes

Adapted from the model shared by the Knowledge Management Global Network - KMGN

Determine the Criticality

Guidelines (10 mins)
1.Use voting function to cast votes on consequences & causes that are most critical to you

2.Copy the top 3 causes and 3 consequences onto frame and elaborate on reasons why they are chosen

Vote the consequences & causes that are most critical to you
(3 votes per participant)

Top 3 Consequences

Top 3 Causes

Adapted from the model shared by the Knowledge Management Global Network - KMGN

Creating the Problem Statements

Guidelines (20 mins)

1.Group discussion (15 mins)
- Develop up to 3 problem statements to be addressed based on the identified critical causes & consequences

2.Group Vote (5 mins)
- Use voting function to cast votes on 1 challenge to be addressed

Define your 3 main problem statements
What problem(s) are you trying to solve?

1

2

3

Adapted from the model shared by the Knowledge Management Global Network - KMGN