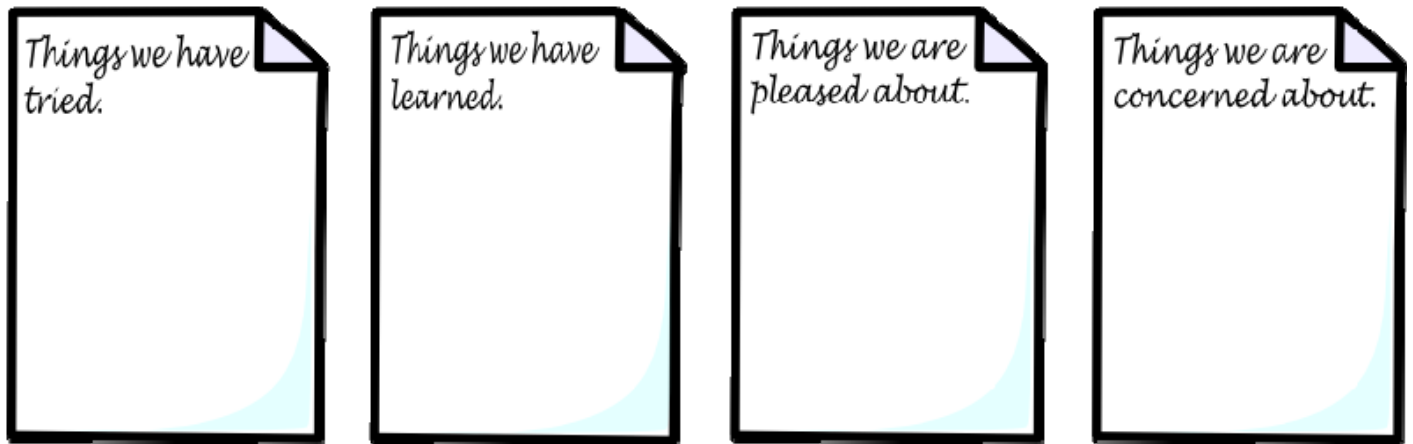


TIPS for Using the 4 + 1 Questions:

- 1) On separate pieces of paper (flip chart paper is preferred) write at the top the following:
 - a. Things we have tried.
 - b. Things we have learned.
 - c. Things we are pleased about.
 - d. Things we are concerned about.

Each sheet will look like the following:



- 2) Tape all sheets on the wall so that everyone can see each sheet.
- 3) Everyone will choose a colored marker to write with. Each person will have a different colored marker to make it easy to identify the different perspectives of each person. OR have everyone use the same color if there is a sense that people would appreciate being anonymous.
- 4) Everyone will write on each paper answering the questions:

"Since we last got together..."

 - a. Things we have tried.
 - b. Things we have learned.
 - c. Things we are pleased about.
 - d. Things we are concerned about.

- 5) Questions may also involve around things that are more specific like:
 - a. "Regarding Sally's new health plan..."
 - b. "Jon's experience with activities in the community..."
 - c. "In learning to communicate better with Angolina..."
- 6) TIPS or guidelines to share with group before people start writing their ideas on paper:
 - a. No talking or problem solving when everyone is writing.
 - b. Everyone must be comfortable with writing; people must feel that spelling and grammar do not matter.
 - c. There are no "Stupid Questions/Answers".
 - d. Anyone that feels they cannot write should be supported by having someone write for them.
 - e. If the person being supported is present, identify a person(s) to assist if needed.
- 7) After everyone has contributed, the team will discuss each idea or input. Clarify where needed and document on the large paper.
- 8) Put up another piece of large paper and title it "Next Steps – What, Who, & By When".



- 9) The team should then answer the following:

"Based on what we now know, how should we move forward?"

NOTE: The team may decide what new things to try and/or actions to be taken when the team meets again.