Problem of Practice Participant Guide

1. What are the key points of this dilemma and why are they important?

2. What has been tried to remedy or manage this dilemma? What have been the results of those attempts?

3. What are the 1-2 questions the presenter would like addressed during this consultancy?

4. What clarifying questions do you have? (These are who, what, where, when, and how questions that can quickly be answered and help you understand the dilemma).
   - How much time does...?
   - Who is the ...?
   - What resources did...?
   - When does the system...?

5. What probing questions do you have? (These are why questions that are open-ended and intended to help the presenter think more deeply about the dilemma).
   - What’s another way you might...?
   - What do you think would happen if...?
   - What sort of an impact do you think...?
   - What criteria did you use to...?
   - What is the connection between...and...?
   - What would have to change in order for...?