

Diagnostic of Data Experiences for a Workplace, Team or Project

Hot Tips! Download or copy and paste this table into a blank document. Complete it individually first then the team should share and build it out together.

#	Obstacles to making better decisions and understanding impact for your project, team or organization.	Yes or No	To what degree is this an obstacle to making better decisions for your project, team or organization? (Use a 1-5 scale. 1=Not very strongly. 5=Very strongly)	Prioritize These Obstacles According to Your Own Criteria (Start with 1, 2, 3)
1	Do our data practices move us toward relationships and understanding with others?*			
2	Do our approaches to how our data is gathered, stored, shared, accessed and analyzed reflect our equity and inclusion practices?*			
3	Are organizational values part of a decision-tree when creating success metrics?			
4	Are bias, discrimination and trauma used as a lens to examine performance metrics, dashboards, and evaluation practices?			
5	Is there shared knowledge about data or its use in the organization / key decision points?			
6	Is there recognition and support for the different ways frontline teams and managers may be experiencing the success metrics?			
7	Are success metrics of the end-users of our services aligned or complimentary with those working internally/on back-end systems?			
8	Is enough time spent on gathering and analyzing necessary data instead of available data?			
9	Is there genuine agreement on the intended results (and how to measure and recognize them) for a project, product, service or policy.			
10	Are people experiencing the ' Spiral of Mistrust ': Where frontline teams feel metrics are meaningful only to managers/those with more formal power? In response, these teams treat the metrics as a checkbox in order to return to the real work. If "checkboxing" is discovered the response is creating more metrics to control the frontline teams. The downward spiral continues.			

11	Is there a reflective practice to understand how history / what's happened before is shaping today's approach to success metrics?			
12	Is there uncertainty of how to have the above conversations or shame at what they may reveal?			
13	Do our data practices move us toward relationships and understanding with others?			
14	Add another reason here.			

Discussion Guide

Hot Tips! Type everyone's top 5 prioritized obstacles into the group's shared diagnostic template above or invite them to do it. Repeat for the degree of the obstacle column as well as their responses below.

- What obstacles did you strongly agree with and disagree?
 - Why?
- How did you prioritize the obstacles?
 - What if you prioritized according to dependencies where 1 needs to happen before 2, 3, etc?
- What patterns do you find among the top five obstacles?
- What's missing?
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- Should we reprioritize our group's list based on our discussion?
 - If yes, then how?
 - If no, then why not?

Next Steps

Hot Tips! Use the prioritized list of the group above to decide what you and your team could practically and incrementally experiment with within 30, 60 and 90 days, learning and adapting as you go.

- Consider things that are already part of an existing practice or project (e.g., monthly meetings.)
- When people feel the change is integral rather than additional to their work it can be easier to try. What are "normal" work practices where the diagnostic or parts of it could be shared (e.g., performance reviews or project scoping)?
- Strategic priorities for the organization and its explicit values may help provide opportunities.
- Looking ahead to apply the diagnostic, [where do you have discretion without more resources being needed to first get at 15% of the change instead of 100% right away?](#)

Feedback

- What's your biggest unanswered question?
- Biggest surprise?
- Biggest takeaway?
- What might have made your experience better today in using the diagnostic?