



ACTION EXAMPLES for Each Phase of Self-Healing Communities’ Work

Focus – see dynamics clearly, enable action to be taken on matters of local importance and significance.

1. Provide places in neighborhoods where people can safely gather and talk
2. Package indicator data to reveal changes over time; take to community to inform meaning
3. Host and facilitate participatory events for people to consider chains of action-reaction, co-create causal loop diagrams about important issues, surface forces that drive status quo.
4. Conduct key informant interviews, analyze information obtained
5. Change data collection in order to identify patterns in needs, strengths, service usage
6. Sponsor Pro-Action Café’s; follow-up to support action ideas that were discussed
7. Go door to door gathering opinions about what matters for child and family wellbeing

Learning – individuals learn new information and skills, as organizations and the community as a whole continuously improves strategy, programming, cultural ways.

1. Bring speakers to where people are – free pizza and learning events
2. Sponsor teams to attend top-rated learning events – international conferences, interactive work sessions focused on building new skills, etc.
3. Provide an on-site coach for an organization
4. Organize Parent Café’s with strengthening families’ themes – or other themes that invite learning and dialogue related to the learning
5. Systematically gather data to learn whether staff are equally effective with clients with high and low ACE Scores; use the data to pair staff with complementary strengths to promote skills-transfer
6. Train employees who deliver relationship-based services to conduct regular emic interviews and feed data back into the system so there is continuous learning about the experience of receiving services from, or living within the community
7. Write a “did you know” series of short articles for the local paper



Results-Focused Decision Making

1. Respond to community crisis without being asked by sending someone to be present and useful in the eyes of those in crisis
2. Facilitate periodic meetings to discuss the gap between status quo and aspirations
3. Foster hope and optimism – catch people doing the right work well
4. Sponsor celebrations, recognition events or activities
5. Foster hope and optimism
6. Call the question: do the status quo outcomes reflect who we want to be? Are they good enough?
7. Organize a yearly or biennial community summit that focuses on reviewing past action and strategy, and discussing how we can improve upon our successes

Leadership Expansion

1. Directly invite individuals to contribute a specific skill or ability to a specific effort.
2. Recruit people to gather information going door to door in their neighborhood
3. Recruit people to accept a paid position as a facilitator/conductor
4. Use the ideas of people in a grant application, once awarded, go back and explain that because it was his/her idea, you need their help with implementation
5. Ask a service club for all members to interview residents in order to learn where residents go for help and support – once you know, ask the people in that place about supports that the staff may need in order to meet the demand from the public
6. Interview many service providing professionals – ask “have you seen anything during the course of your career that you believe would dramatically improve people’s lives here?” Once you see a pattern in the answers of many providers, call a meeting to discuss, challenge providers to change the way they work or the work they do.
7. Ask for “out of the box” kinds of help – music or art for an event, carpentry or maintenance skills, giving a ride to someone so he/she can come to a meeting, becoming a mentor-coach for someone interested in the type of work that the prospective volunteer does, etc.
