



# All Hands Meeting

February 23, 2022

11:00am-12:30pm PT / 12:00-1:30pm MT / 1:00-2:30pm CT / 2:00-3:30pm ET



## Meeting Norms

- a) Raise your hand to speak
- b) Explore differences of opinion
- c) Ask clarifying questions
- d) Assume positive intent of meeting participants
- e) Create space for everyone to speak. For extensive feedback please email Maria, Hedy, Cecelia or Sue or request a follow up call.

**Request: Complete Feedback Survey**



## Announcements

See full list of February 2022 announcements on  
Google docs:

<https://docs.google.com/document/d/IVaulWu60LCCUM6LLZDaHLRZxplwN9b4hKpVoHidi88o/edit?usp=sharing>

# **Five Whys Training Session #2**

*Nicole Johnson, Consultant*

# **Five Whys Consultation Session**

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Five Whys in Practice with Attendance Works Team

# Session Results and Agenda

## Session Results

- Revisit the purpose and implementation of Five Whys as a tool for identifying factors that influence student attendance.
- Explore the implementation of Five Whys -- successes, challenges, and plan of action.

## Session Agenda

- I. Welcome and Context Setting
- II. Check-in and Five Whys Poll
- III. Overview of Five Whys
- IV. Five Whys in Practice

Featured Practitioner: Lorri Hobson, Kansas

City

- I. Check-out: Reflections on Five Whys Implementation

# Overview of Five Whys

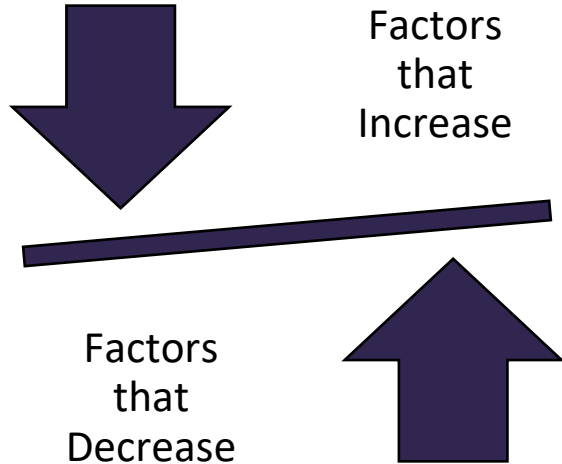
# What is a Factor?

Factors are assets and barriers that influence your ability to achieve results. They can be:

- Events or activities you observe or experience
- Behaviors that notice over time
- Policies, laws and physical structures
- Assumptions, beliefs and values that people hold



# The Importance of Factors



- Factors shape our theory of action. If we take specific actions, then we expect specific changes will happen.
- Factors inform decision making. We decide what to do “more of” and what to do “less of” or “do differently” in our actions.
- Digging Deep: The 5 Whys. It’s important to get under “automatic explanation” and get to underlying factors.

# Identify Opportunities and Barriers

- What factors get in the way of reducing chronic absence?
- What factors contribute to reductions in chronic absence?
- What connections do you see between the factors?
- What disparities have you observed when you think about the influence of race and class upon student attendance?

# Example of Factors

## District-Level Examples

- Chronic absence increased by 5 percentage points in the past year - why?
- Chronic absence is higher in K (or 6th or 9th) than other grades - why?
- Chronic absence is improving in Title I schools - why?

## School-Level Examples

- After several years of progress, chronic absence is increasing school-wide - why?
- Girls have a higher chronic absence rate than boys at Normal ES, MS, HS - why?
- X student group is disproportionately chronically absent compared to the school average - why? (X can be a particular racial / ethnic group, kids with disabilities, kids experiencing homelessness, etc.)

# What is the 5 Whys Method?

This method is straightforward. When a problem or situation occurs, you drill down to its root causes by asking “Why?” five times or until an action or set of actions become apparent that can prevent or significantly reduce chronic absence.

*Caution:* As a drill-down method, 5 Whys allows the group to narrow their focus on a few factors when multiple causes may be at play or interconnected. It can serve to define a first step before taking a broader, more comprehensive approach.

# Conduct Deeper Analysis: 5 Whys

Opportunities: Select a factor that is helping to reduce chronic absence rates:

- Ask “why” five times to understand the causal factors and the problem/solutions for achieving results.
- How do you know this factor is helping to reduce chronic absence rates?
- What are the underlying reasons it is making a difference?
- If this factor shifted, how big an impact would that have and what kind of contribution would that make to reducing chronic absence?

# Conduct Deeper Analysis: 5 Whys

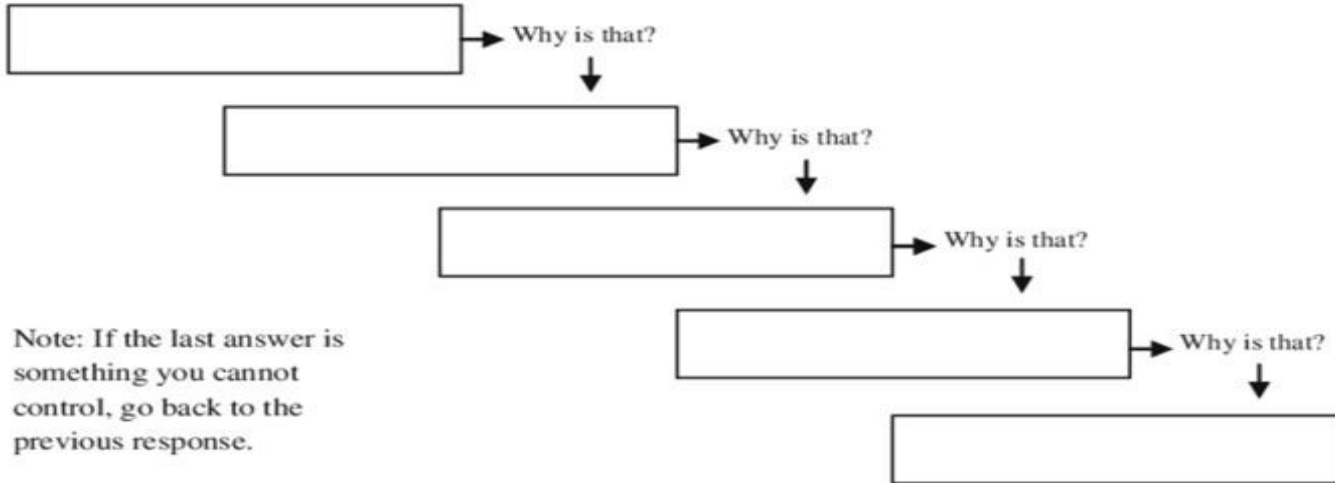
Barriers: Select a factor that is a barrier to reducing chronic absence rates:

- Ask “why” five times to understand the causal factors and the problem/solutions for achieving results.
- How do you know this factor is helping to reduce chronic absence rates?
- What is the underlying reason it is making a difference?
- If this factor shifted, how big an impact would that have and what kind of contribution would that make to reducing chronic absence?

# 5 Whys Worksheet

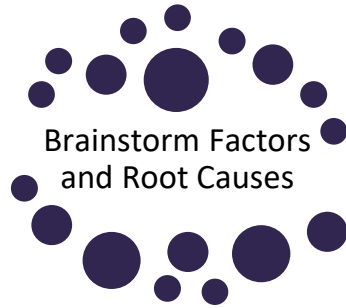
D. Define problem or situation: \_\_\_\_\_

Why is it happening?



Note: If the last answer is something you cannot control, go back to the previous response.

# Factor Analysis Pathway



Brainstorm Factors  
and Root Causes

- Factor A
- Factor B
- Factor C
- Factor D
- Factor E



Dig Deep Into Root  
Causes

- Why: Subfactor 1
- Why: Subfactor 2
- Why: Subfactor 3
- Why: Subfactor 4
- Why: Subfactor 5



Prioritize  
Factors

- 2-3 Factors that if shifted would make a difference
- Validate the factors



Build Action  
Plan

- Identify additional data needed
- Define strategies to move forward
- Connect factors to strategies



# Five Whys In Practice

# Five Whys in Practice

Featured Practitioner: Lorri Hobson

## **Practitioner: Summary of Practice (10 mins)**

- Share an overview of your implementation of Five Whys.

## **Critical Reflection (15 mins)**

- Pair-share for responders to generate questions they have for the practitioner.

## **Insights and Recommendations (15 mins)**

- Practitioner answers questions generated by responders.

## **Plan of Action (10 mins)**

- Team members develop a plan for how they will practice Five Whys going forward.

# Five Whys in Practice

Featured Practitioner: Lorri Hobson

## Practitioner: Summary of Practice (10 mins)

- Share an overview of your implementation of Five Whys
  - Who is involved? What organizations or systems are impacted? What is your role?
  - What have been the successes? What have you done to help groups move forward?
  - What have been the challenges? What prevents you, the school team or district from getting things done?

# Five Whys in Practice

Featured Practitioner: Lorri Hobson

## Critical Reflection (15 mins)

Pair-share with responders

- What questions do you have for the practitioner about their work?
- What do you want to know as you think about your approach to implementing Five Whys?

# Five Whys in Practice

## Insights and Recommendations (15 mins)

Practitioner: In response to the questions and issues shared by the responders, what insights or recommendations would you like to share?

## Plan of Action (10 mins)

- Plan: What three actions (maximum) will you take based upon the questions asked or the recommendations shared?
- Do: In what timeframe will you complete these actions?
- Study: How will you know if the actions made a difference?

**Check-out**

# **Check-out: Reflections on Five Whys**

Please respond to one of the following questions in the chat:

- **Stop:** What will you stop doing when it comes to the implementation of Five Whys?
- **Start:** What will you start doing?
- **Continue:** What will you continue to do or expand?

# Wrap-up & Feedback Survey

<https://www.surveymonkey.com/r/all-hands-feb2022>