

## Liberating Structures: Inviting and Unleashing Everyone With Simple Ethnography

Below are good questions to ask during or after **shadowing** someone from another unit or discipline. The questions are designed to deepen understanding of "how they do things differently" in another part of the organization.

- 1. **Sequence:** Walk me through... what do you do first... then what do you do next?
- 2. **Specificity:** Let's take yesterday for example... please start from the beginning? Is there a critical event or story that comes to mind?
- 3. Tasks + Structure: Can you draw me a diagram of your daily work?
- 4. **Comparison:** Would others handle situations this way or differently? What would your peers think?
- 5. **Participation:** Show me how you do this \_\_\_\_\_ [task] and where you do it? Are there other ways to do the same task?
- 6. History: So far, what methods have used to address the challenge?
- 7. **Importance:** I see you have a strong reaction, can you tell me why?
- 8. Quantity: How many of your colleagues or experiences fall into that category?
- 9. **Changes:** How are things different from last year?
- 10. **Naïve Outsider:** I'm a stranger, tell me about the culture here?
- 11. **Local Vernacular:** What do you mean when you say \_\_\_\_\_ and \_\_\_\_ [laugh, smile, shrug, grimace, roll your eyes]?
- 12. **Positive Deviance:** Is there anyone you know or any unit that is able to overcome the challenges we have discussed? How, how, how?
- 13. **Reflecting Back:** So, I hear you saying \_\_\_\_\_, is that right?

These are questions often asked by ethnographers during field studies. They can help draw out insights and important details. Take detailed notes and photos when possible.