

FACILITATED DIALOGUES

BehaviourWorks
AUSTRALIA

COLLECTIVE PROBLEM-SOLVING THROUGH EVIDENCE REVIEWS AND FACILITATED DIALOGUE

When it comes to solving complex health, social, environmental and organisational challenges, many organisations rush to solutions without first conducting a detailed examination of the problem. This can lead to poor program outcomes and wasted investment.

To help organisations avoid making costly assumptions, BehaviourWorks Australia (BWA) offers **Dialogues** - professionally facilitated discussions that enable key individuals with a stake in the challenge to deliberate upon evidence-based opportunities for action.

Dialogues give stakeholders the opportunity to consider the latest research on the problem at hand, discover what others around the world have done to address it and understand the issue from the perspective of other groups, including those with lived experience. Dialogues are a rare opportunity for in-depth, collective deliberation and problem-solving. This creates time and space for those 'aha' moments to occur and yields a shared understanding of exactly who needs to do what differently.

Dialogue participants bring their own tacit knowledge and understanding of the problem to the table. The aim is not necessarily to find consensus among participants (who may include researchers, practitioners, industry professionals and policy-makers) but to develop a shared understanding of the issue and options to address it.

** Ref: Dialogues are based on The Forum Approach first developed in 2009 by Canadian health expert, Professor John Lavis.*

WHICH OPTION IS RIGHT ENOUGH?

Dialogue participants, who may include researchers, policy-makers and practitioners, bring to each meeting their own tacit knowledge and views of the problem or challenge. The aim is not necessarily to find consensus between them, but for them to deliberate upon the findings of a rapid evidence review (see BehaviourWorks website) and consider how their particular challenge can be addressed using this knowledge.

In other words, it's not about finding the 'right' option, but about reaching agreement on which of the many options is 'right enough'.

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The Dialogue process ended up being the thing that gave us a breakthrough in the Save 000 for Emergencies project because it helped us identify how people really felt about Ambulance Victoria.

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HOW DIALOGUES WORK

Dialogues are underpinned by research evidence and stakeholder consultation.

A problem defined is...

We work with government, industry and other clients to reach a shared understanding of the challenge to be addressed in the dialogue with a specific focus on: the problem that needs to be solved; the questions that need to be considered by the group; and who needs to be in the room.

Underpinned by evidence review

Actions taken by governments and other leaders should draw upon the best available research knowledge from around the world. Therefore, all of our dialogue activities are underpinned by pre-circulated summaries of relevant research and practice evidence. Relevant evidence sources, including government and other reports ('grey' literature), peer-reviewed academic papers and other data resources are identified, reviewed and synthesised. Where time allows, this is complemented by a practice review, involving interviews with topic experts and practitioners to extend our understanding of how the problem is experienced on the ground. The evidence review provides a solid base understanding of the problem, its causes and solution options. It also assists in grounding stakeholders to consider the evidence in identifying and developing potential solutions.

Facilitated dialogue to encourage deliberation

Facilitation of multi-stakeholder ensures that the conversation stays focused on the key objectives of the discussion; all attendees have opportunities to contribute their perspectives and reflections on the synthesised evidence; questions are posed to the group to explore key issues in depth; and that key themes from the discussion are reflected back to the group into succinct dialogue summary, including statements of what needs to happen next and specifically 'who needs to do what differently' and the options for how this may be achieved.



INSPIRING CHANGE

All Forums are evaluated using questionnaires. The results of BehaviourWorks' Forums have consistently revealed high satisfaction rates, with participants reporting that the experience has been both professionally and personally rewarding.



I appreciated being presented with carefully-evaluated evidence in the field, which is broader than I have time to consider in my day-to-day clinical duties.

Participation has given me renewed optimism to explore our practices and make changes/improvements. It has also shown me that it is a national issue and not just state. The whole process is great and well organised.

I found the Dialogue to be extremely informative and ultimately helpful for me personally and for the organisation from a systems perspective.



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CASE STUDY

A series of seven Dialogues identified and prioritised interventions to improve patient safety through the Victorian Managed Insurance Authority Patient Safety Research and Innovation program. The Dialogues brought health professionals together to identify and prioritise healthcare challenges in Victorian hospitals. For example, experts and decision-makers were brought together to deliberate on the challenge of escalation of care in hospitals. The Dialogue identified that there was a clear skills gap in having conversations when escalation of care may be required and navigating challenges such as pushback and hierarchical environments. An interactive choose-your-own adventure training video was prioritised as the most feasible, scalable and effective intervention option that would address the identified barriers. Following the

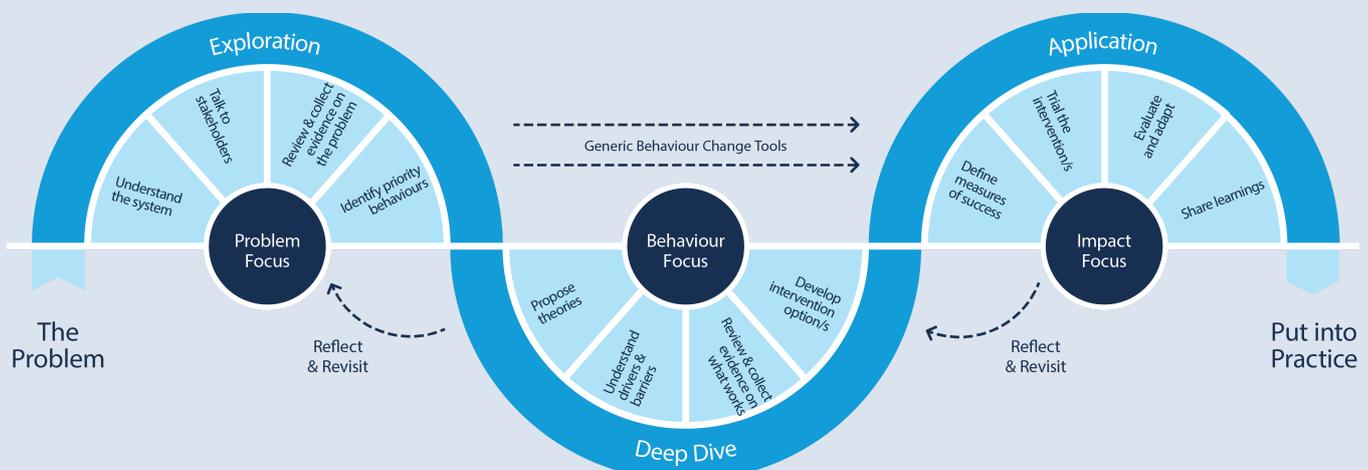


Dialogue, stakeholders continued to work with the research team to develop the interactive video and trial it in two Victorian public hospitals.

For more about the Research and Innovation program: <https://vmiaresearchandinnovation.com.au/>

THE BWA METHOD

While BWA's Facilitated Dialogues are a stand-alone product, they also form a key part of the BehaviourWorks Method (see below), a three-phase change kit used to explore and unpack problems, identify behaviours and trial/evaluate interventions.



To learn more about BehaviourWorks Australia's products and research services, visit: behaviourworksaustralia.org
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BehaviourWorks Australia is a behaviour change research enterprise within the Monash Sustainable Development Institute. Visit: www.behaviourworksaustralia.org