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WORKSHEET 1: THE INVISIBLE WEB

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TRACK:

☐ Health ☐ Education ☐ Community ☐ Workplace Relations ☐ Other: _____

THE BOSTON ICEBERG MAP:

▲(THE TIP) THE ARTIFACT: What is the visible, frustrating bottleneck?

▲ (MID-LEVEL) PATTERNS & TRENDS: What keeps happening over and over?

■ (BELOW WATER) THE STRUCTURES: What explicit policies, rules, software, or organizational setups force people to act this way?

■ (THE BASE) THE INHERITED LOGIC: What is the deepest, unwritten assumption or historical belief that created these structures? (e.g., "Control over speed.")

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WORKSHEET 2: THE EMPATHY MIRROR

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STAKEHOLDER PROFILE (e.g., Patient, Teacher, Citizen, Employee): _____

THE EMOTIONAL MAP:

WHAT DO THEY SAY? (Common excuses / cultural taboos)	WHAT DO THEY DO? (Workarounds, habits, hidden steps)
WHAT DO THEY THINK? (Unspoken opinions they hide)	WHAT DO THEY FEEL? (Fears, anxieties, frustrations)

THE LOGIC GAP: Where does human reality clash with the official system design?

WICKED QUESTION: Write a question that exposes the paradoxical tension between human reality and official system design (e.g. “How might we cultivate deep trust and local adaptation while maintaining strict standardization across sites?”).

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WORKSHEET 3: FIRST PRINCIPLES DECONSTRUCTION

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1. **THE LEGACY APPROACH** ("Best Practice") What is the standard, traditional way your sector solves or manages this?

2. **THE DECONSTRUCTION** (Raw, Unquestionable Facts) Strip away legacy mechanisms, policies, and human opinion.

What is objectively true?

Fact A:

Fact B:

Fact C:

3. **THE CLEAN-SHEET RECONSTRUCTION** If you started this organization today with zero history, how would you connect the facts above to solve the problem?

4. **RECONSTRUCT AS A GUIDE PRINCIPLE** Replace the rigid blueprint rules with an evaluable principle using Patton's GUIDE criteria:

- G [Guide Action]: Does it direct behaviour without micro-managing it?
- U [Useful]: Can the frontline act on it immediately?
- I [Inspiring]: Is it grounded in core systemic values?
- D [Developmental]: Can it adapt when the ecosystem shifts?
- E [Evaluable]: Can you gather real-time data to see if it's being lived?

Write your GUIDE Principle here:

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WORKSHEET 4: ACTION LEARNING LAUNCH

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1. **THE REFRAME** Turn your Inherited Logic (Worksheet 1) into a disruptive learning question.

FROM: "We assume that..."

TO: "How might we test if..."

2. **THE MICRO-EXPERIMENT** What is one safe-to-fail action, conversation, or data-collection step you will complete before the next session to challenge this logic?

WHO: _____ WHAT: _____ BY WHEN: _____

3. **REAL-TIME FEEDBACK LOOP** What early indicator, systemic reaction, or stakeholder behaviour will you actively observe to evaluate how the ecosystem responds?

WE WILL TRACK:
