

Exploring new methods in evaluation and design



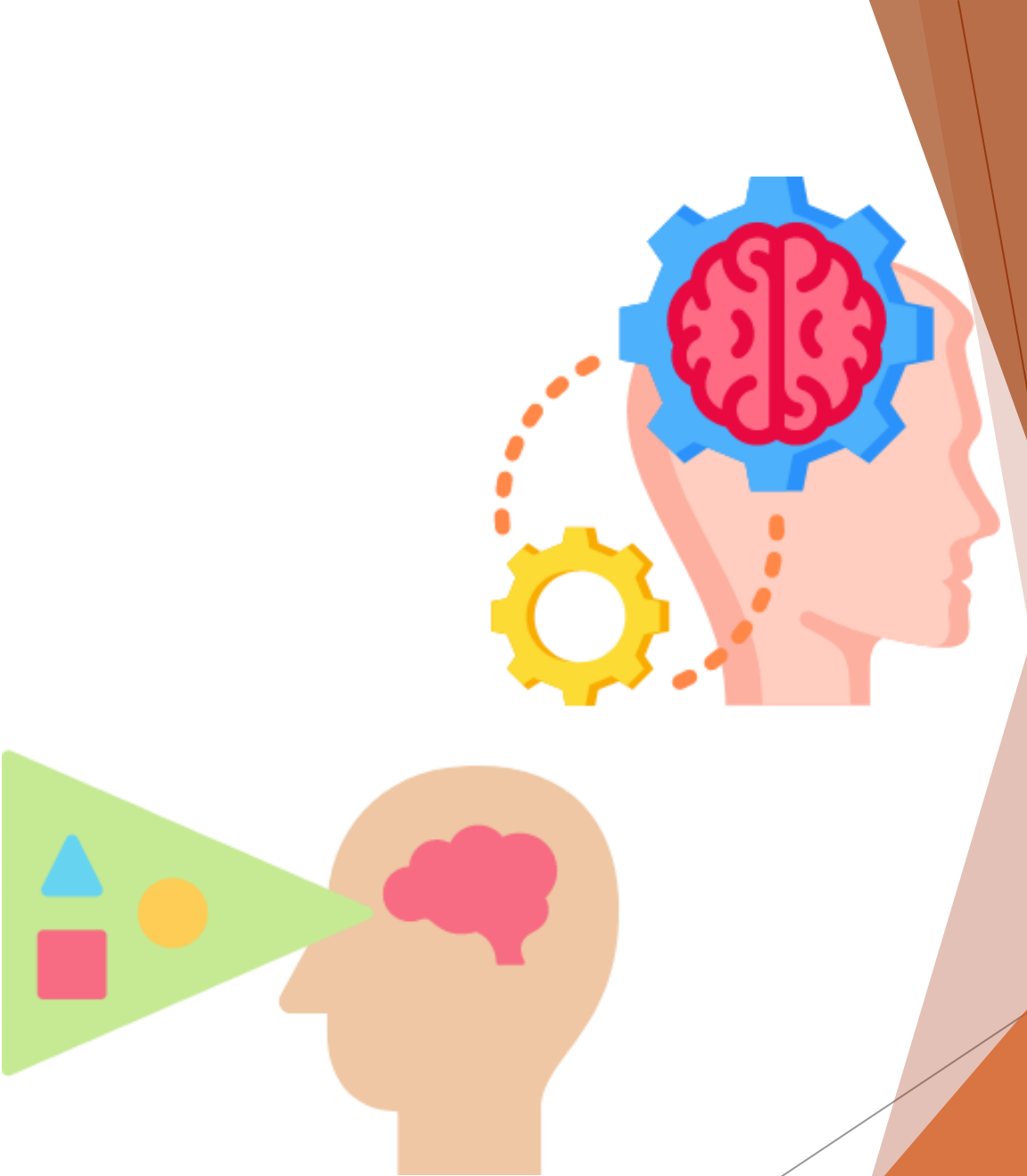
The Art of Qualitative Sensemaking

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What do we mean by sensemaking?

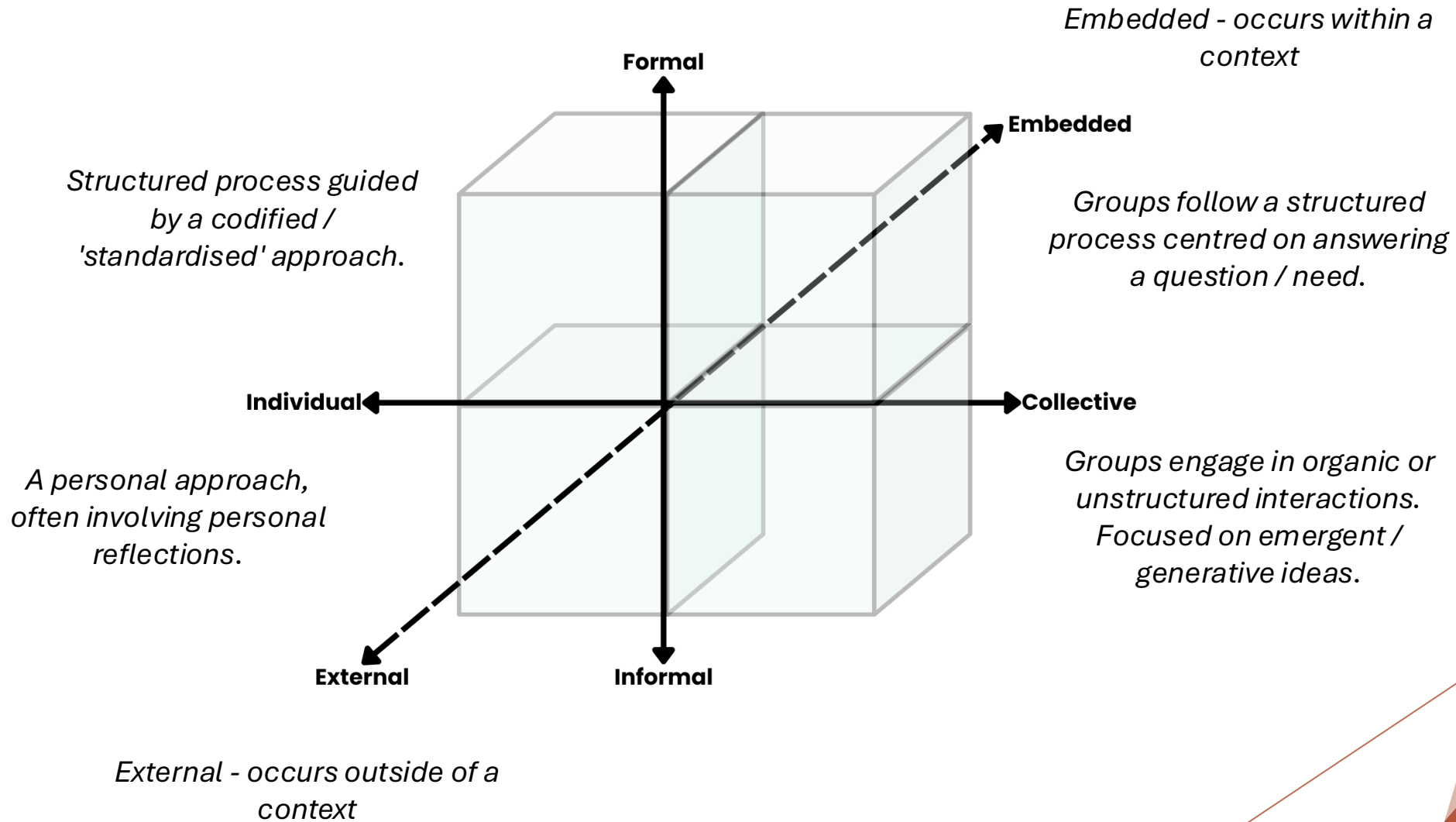
- ▶ Psychologist Lev Vygotsky suggested that many humans learn from two different practices:
 - ▶ Patterning information together
 - ▶ Puzzling for explanations for outliers



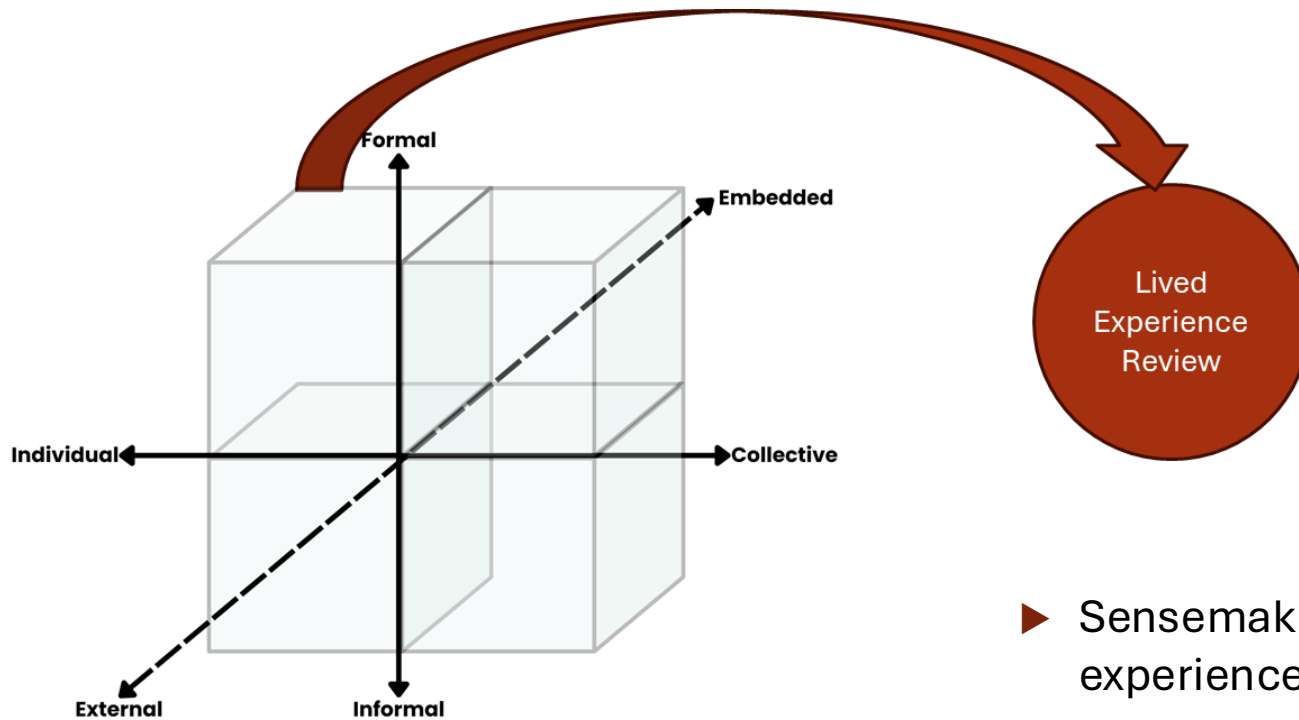
To make sense, we are...

- ▶ Seeking relationships between concepts and drivers / things
- ▶ Interpreting in relation to something else:
 - ▶ Outcomes (in evaluation)
 - ▶ Occurrences (in systems)
 - ▶ Intent (in design)

The sensemaking cube

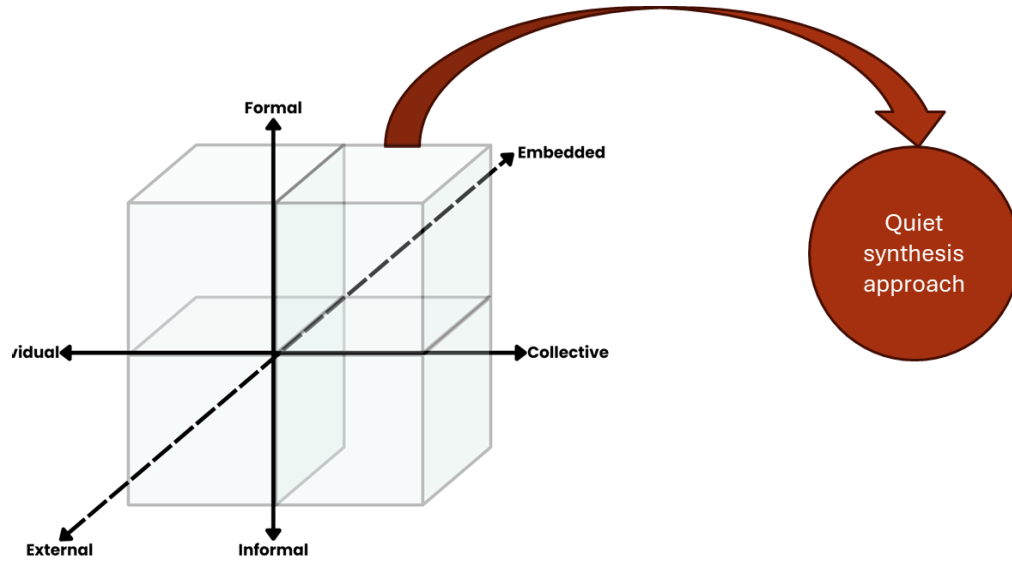


Lived Experience Review: Formal-Individual



- ▶ Sensemaking with lived and living experience evaluators
- ▶ Embedded within the team, means that we are continually sensemaking throughout the entire process
- ▶ Sensemaking both of evaluation itself, and of the findings of the evaluation

Quiet synthesis: Formal-Collective



- ▶ Silence and 'talk time' to moderate power imbalances
- ▶ Inclusive of client, community and consultants
- ▶ Adaptable to rapid and iterative sensemaking
- ▶ Adaptable to distributed teams online

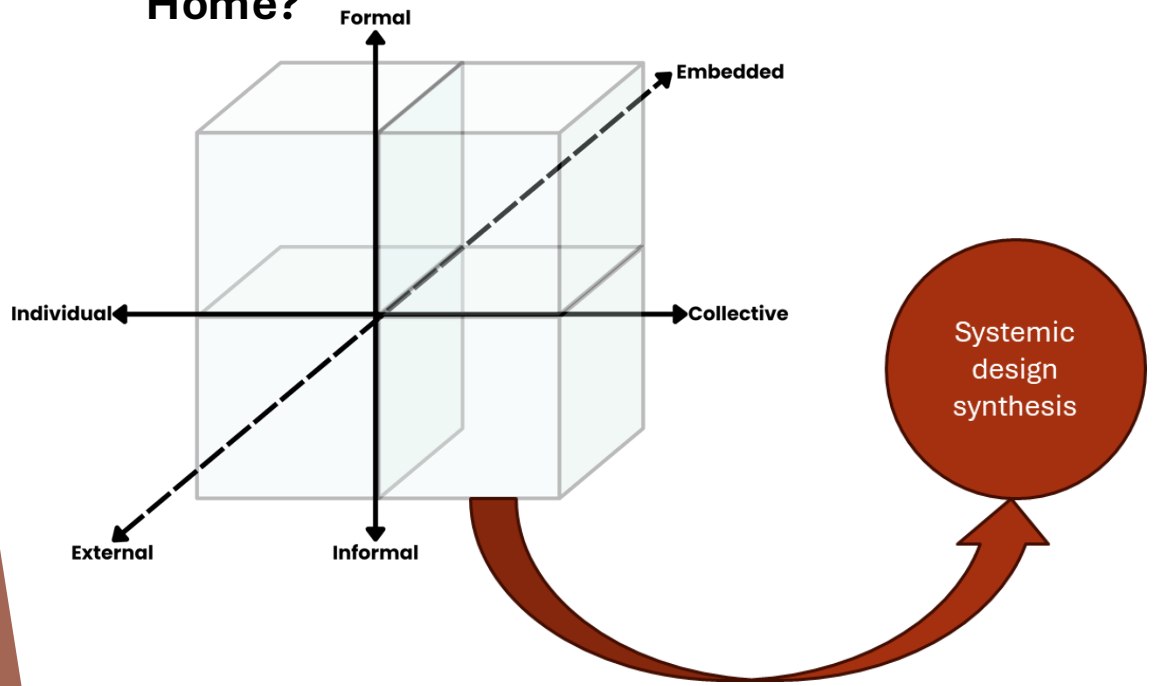


Use this QR code for a 'live' version

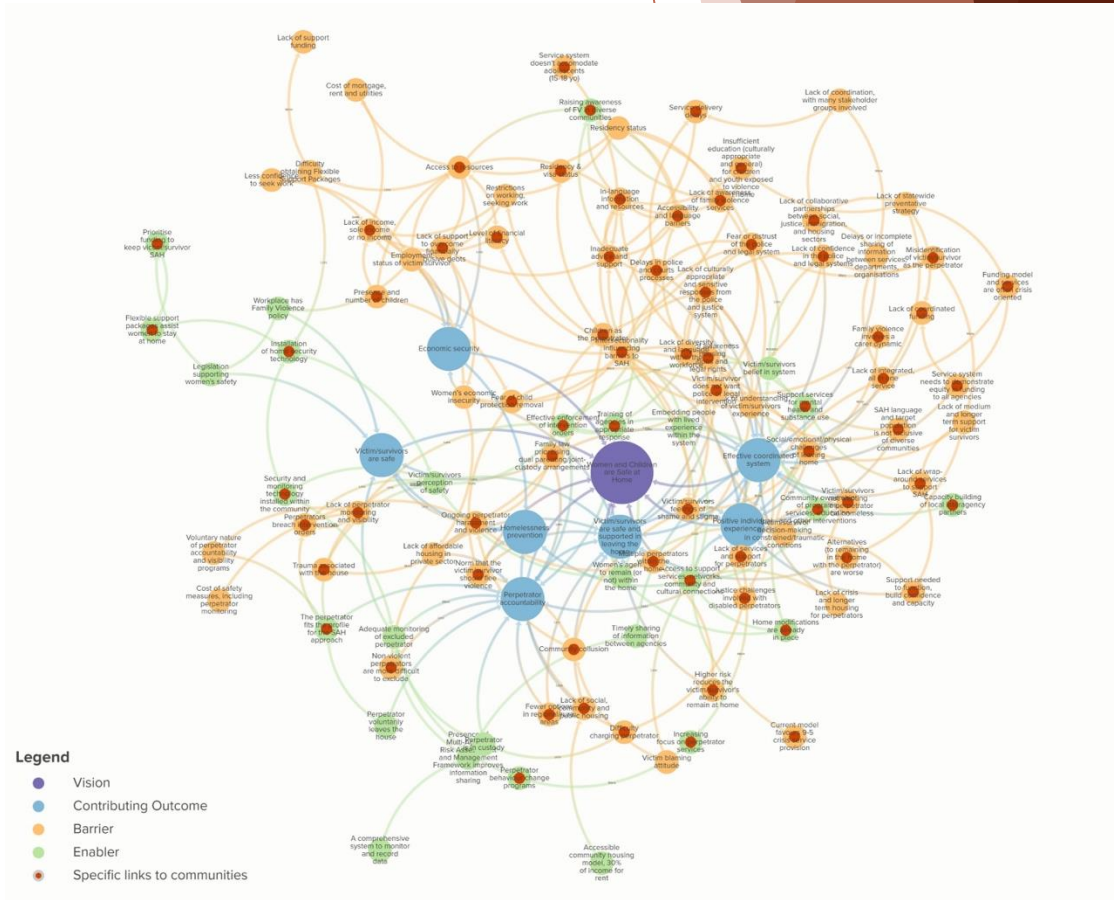


Systemic design synthesis: Informal-Collective

Q: What are the systemic barriers and enablers to Safe at Home?



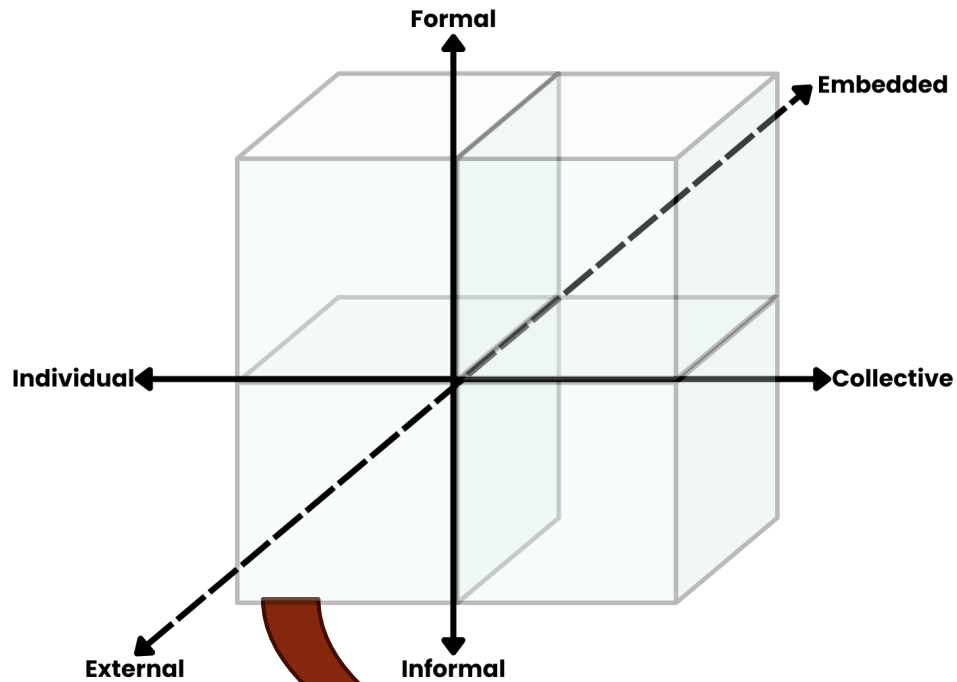
~ 20 deep dive conversations resulted in the 7 contributing outcomes, 72 barriers, and 28 enablers



- Legend**
- Vision
 - Contributing Outcome
 - Barrier
 - Enabler
 - Specific links to communities

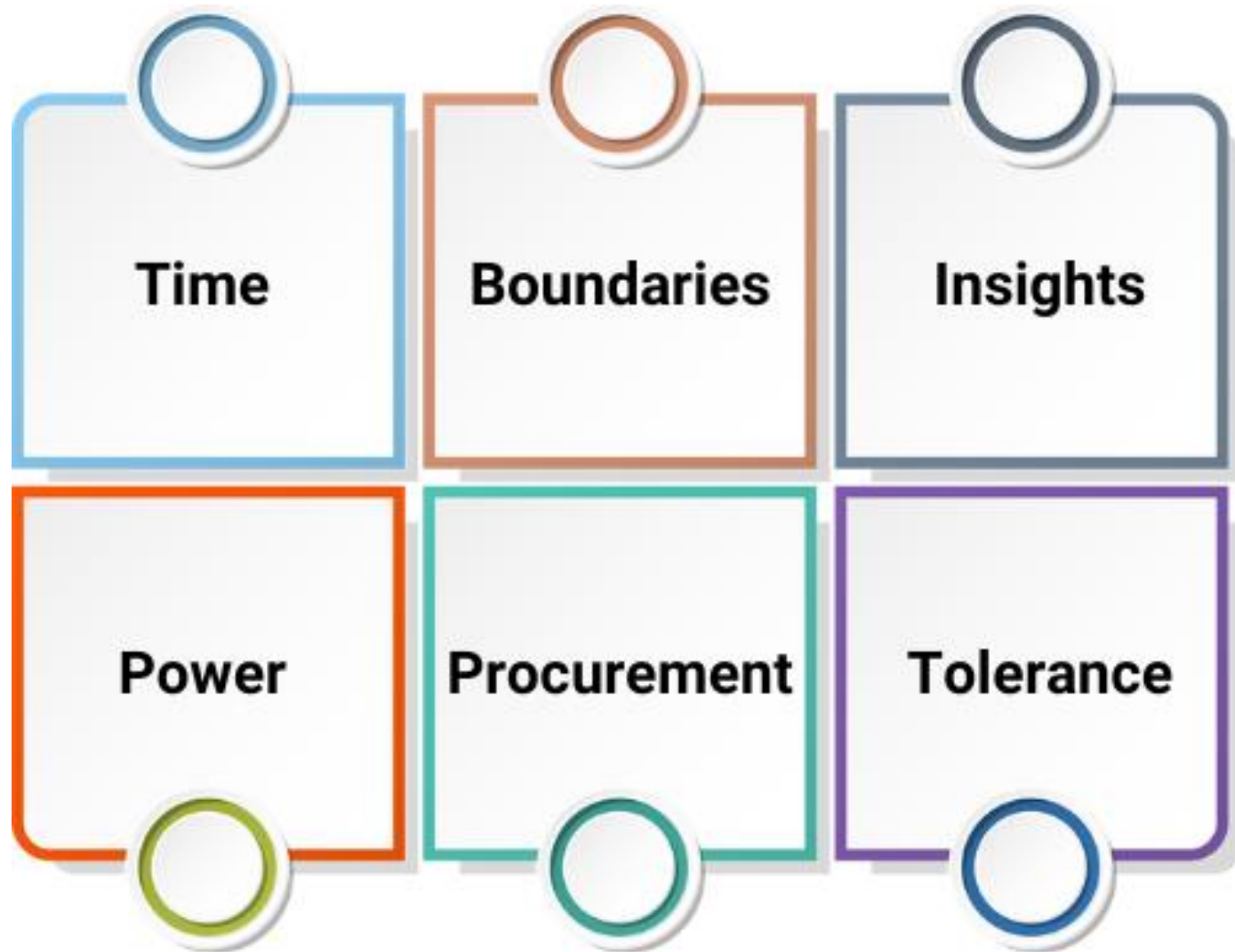
Real-time evaluation reflection: Informal-Individual

- ▶ Making space for reflection on self in during the data collection and sensemaking process
- ▶ Being consciously aware that the sensemaking process changes you and the shape of the project
- ▶ Using personal reflection to support inclusive sensemaking broadly
- ▶ Project team diversity critical to success



Real-time
evaluation
reflection

Challenges in sensemaking



Takeaways

Things to do

- ▶ Dedicate time for sensemaking in your project plan
- ▶ Be clear about your purpose at each stage of an evaluation / project
- ▶ Be aware of power dynamics, think through how it will impact a project and have a plan about how to address this
- ▶ Reflect as you go to understand when you've sufficiently 'made sense' from your sensemaking

Things to avoid

- ▶ Dominant voices shaping sensemaking unchecked
- ▶ Ignoring nuance or 'difficult' findings
- ▶ Aiming for perfect over 'good enough' or process over purpose
- ▶ Rigid project scope that doesn't shift in response to sensemaking insights and nuances