The Success Analysis Protocol
Extended Version

Purpose of this protocol
To analyze how a new successful practice has developed so that we can apply the lessons learned to future work.

Roles
A timekeeper/facilitator to help the group stay focused on how the practice described by the presenter is different from more routine practices. The analysis of what makes this practice so successful is the purpose of the protocol. The facilitator is a full participant in this protocol.

“Best Practice” is defined as a process that proved to be highly effective in achieving the intended outcome.

1. Identifying a success. Reflect on and then write a short description of a “best practice” that you have developed over the last year. (5 minutes)

2. Presenter describes the success. In groups of 3, the first person shares his or her “best practice”. The rest of group takes notes. (3 minutes)

3. Group asks clarifying questions. The rest of the group asks clarifying questions about the details of the “best practice”. (3 minutes)

4. Group reflects on the success story. The group discusses what they heard the presenter describing. What helped the experience to be so successful? (5 minutes)
   Note: Presenter does not participate in this part of the discussion but does take notes.

5. Presenter responds. The presenter responds to the group’s discussion of what made this learning experience so successful and how it might be applied to future work. (3 minutes)
   Note: Presenter does not have to respond to questions raised in Step 4.

6. Appreciate! Take a moment to appreciate the good work of your colleague. (1 minute)

7. Each member takes a turn sharing. Repeat steps 2 through 6 for each member of the group. Remember to keep the focus on the process that helped to make the experience so successful. (15 minutes each)

8. Debrief the protocol as a whole group. Possible questions; what worked well? How might we apply what we learned to other work? (5 minutes)