

## National Leadership Conference

Coaching the Chapter Towards Change  
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***Have you ever wondered if the action you are taking is actually making a difference or changing behaviors?***

### **Change the conversation:**

Instead of asking: **what are we going to do?**

Explore and act upon: **what are we trying to change...**

### **Biggest problem solving mistake...**

Failure to articulate:

What is the problem we are trying to solve?

How do we envision proposed efforts will solve those problems?

What evidence exists that these efforts might work?

### **Problem Solving Approach:**

1. Define & understand the problems ( a.k.a. Behaviors)
2. Identify causes and contributing factors that:
3. Envision the “chain of events” that resulted in the problem
4. Institute measures to intervene in that chain of events and prevent similar behavior in the future
5. Evaluate: did the behavior change id problem solved?

### **What do we know about the “problem?”**

#### **Describe the problem (*what?*)**

- What behaviors? How much (frequency, extent)?
- Who is involved? Who facilitates?
- Where/when/under what circumstances are the problems more likely to be present, or more severe?

### **What causes and contributes to the problem?**

#### **Contributing factors (*why?*)**

- What factors are associated with behavior?
- What facilitates, or fails to impede behavior?
- What protective factors or positive norms exist?

**What contributed to this problem? (risk~ protective ~ vulnerability factors)**

**What needs to change?**

*Then we can ask:*

**Which factors can be modified? What can we influence?**

**A clear description of the problem can yield possible intervention opportunities**

- Specific “spaces, times, and places” where problems are worse
- Missed opportunities to intervene during the planning of incidents
- Positive attitudes and behaviors supportive of not engaging in problem behavior
- Misperceptions about others’ behavior or beliefs
- Action/inaction that contradicts stated standards
- Stakeholders who are in a position to influence behavior
- Policies that could be enforced better, or differently

**Ask these questions: (klitzner)\***

Setting the context: have we made our standards clear?

What strategic changes could:

- Make desirable behavior easier
- Reward desirable behavior
- Make undesirable behavior harder
- Raise cost of undesirable behavior

**Consider “proximal causes” as well as “deep causes”**

Addressing proximal causes (e.g., raising the cost of bad behavior) may yield quicker results than targeting deeper causes (attitudes, personality)

**The reconceptualized meeting:**

- What do we know about the problem – how does this inform where we need to focus our efforts
- What contributed to this problem?
- What needs to change
- Which factors can be modified? What can we influence?
- What will make this happen?
- What should the outcome of the process look like

Framework for session adapted from materials developed by dr. Linda langford, edc

Environmental strategies, michael klitzner, ph.d.

[www.azag.gov/stopmeth/environmentalstrategiestoppreventsabuse.pdf](http://www.azag.gov/stopmeth/environmentalstrategiestoppreventsabuse.pdf)



**novak** DESIGNING A CHAPTER ACTION PLAN  
*talks!*

<b>What challenges are you facing within the Chapter?</b>	
<b>Is this a problem with:</b>	
<i>a. an Individual or small group of individuals?</i>	
<i>b. Chapter Environment?</i>	
<i>c. Community Culture?</i>	
<b>What specifically needs to change in order for operations in the chapter to be improved?</b>	
<b>What specific strategies could you use to bring about the change?</b>	
<b>How will this bring about the desired change?</b>	
<b>What do you need to do to implement this action?</b>	
<b>What will get in the way of making this happen?</b>	



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*talks!*

