Facilitator Instructions

Overview

Mind Your Gnome Business is designed to help business analysts learn about or practice root cause analysis by using the fishbone diagram technique to investigate a fictional problem.

In this scenario, online garden gnome supplier GnomeBase has noticed negative reviews and declining sales, so has hired the participants as consultants to investigate the root cause. They'll use document research and stakeholder interviews to gather the information needed to populate the fishbone diagram.

As the facilitator, you will need to:

1. Prepare for the session in advance (print materials, coordinate volunteers, etc)
2. Introduce the scenario and the fishbone diagram technique for participants
3. Check in with groups as they work on their diagrams and answer any questions
4. Facilitate a short closing discussion

Before the session

- (Re-)familiarise yourself with how the fishbone diagram works. The key points are included in the notes in the slide pack, but it can be useful to see a few different worked examples.
- Find two volunteers to play the stakeholders and give them each a copy of all the scenario documents so they can prepare.
    - You will need to plan this in advance rather than asking for a volunteer at the start of the session.
    - In theory the facilitator can play one of the stakeholders, but it can be challenging because you'll need to switch back and forth between the character and trying to answer questions about the activity.
- Print out the briefing pack documents for stakeholders:
    - One copy of the briefing pack documents per team. These should be given out at the start of the activity.
    - One copy of the additional pack documents per team. Give these to the volunteers playing the stakeholders and they'll pass these on to the participants during
- Assign your participants to teams of 3-5 and add the team lists to slide 4. This is optional, but it can be useful if you want to encourage participants to work with people they don't know or to get a mix of experience levels in each team (if you don't want to assign teams, just delete this slide).
- Make sure that you'll have access to a supply of paper and pens on the day of the session.

During the session

- Set the scene for participants by introducing the fictional scenario
- Give a brief explanation of the fishbone diagram (see notes in slide pack).
- Introduce the stakeholders and tell participants that they can interview them
- Check in with participants as they work on their task and answer any questions, but for the most part you should just let them get on with it.
- You should allow up to 40 minutes for the task and give participants a time warning 10 and 5 minutes before the end.
- At the end of the task, bring the whole group together for a discussion using the prompt questions in the slide pack.

Just like a real project, the task doesn't have a neat and tidy right answer. The aim is for teams to try the technique and discuss what they've learned.