



## Focus groups guiding principles

1. **No final decisions will be made during the focus groups.** The focus groups will act as a space to share opinions and experiences as well as co-shaping solutions that will be collected at the end of Phase 2, also incorporating inputs from written submissions.
2. **Keep an open mind.** Take a step back before responding, rather than reacting automatically or defensively. Balance advocacy (making a statement) with inquiry (seeking clarifications and understanding).
3. **Focus on deep listening.** Try to build on other colleagues' ideas in the conversation.
4. **You don't have to agree.** Listen with the expectation of learning; that is, assume that the speaker has something new and of value to contribute to your comprehension and then stretch your mind to find out what that is.
5. **Communicate your reasoning process.** Every participant will naturally bring their assumptions to the conversation, but it's important to talk about your assumptions and how you arrived at what you believe. Seek out the data on which assumptions are based, your own and others. Bring tacit (hidden) assumptions to the surface.