

## Facilitating a Stop, Start, Continue Discussion

### Goals

- Get **feedback** from a group or team at a mid-point or end of a project or initiative
- Inject a **continuous improvement** frame into a situation, team or project
- **Optimize both written and verbal communication**— promotes inclusion and introspection in most settings

<b>STOP</b> <b>What should the group stop doing?</b>	<b>START</b> <b>What should the group start doing?</b>	<b>CONTINUE</b> <b>What should the group continue doing?</b>
<ul style="list-style-type: none"> <li>• What isn't working?</li> <li>• What is proving to be impractical?</li> <li>• What is preventing the desired outcome?</li> <li>• What do I dislike about our process?</li> <li>• What do we keep doing that isn't productive?</li> </ul>	<ul style="list-style-type: none"> <li>• What should we begin doing?</li> <li>• What can we do more often?</li> <li>• What should we do moving forward that we didn't think to do when we started?</li> <li>• What will help us address new factors or situations?</li> </ul>	<ul style="list-style-type: none"> <li>• What works well?</li> <li>• What do I/the team like to do that is successful?</li> <li>• What parts of our processes do we want to save from the STOP category?</li> </ul>

### Tips:

- Focus on the group -- not individuals— and on behaviors— not people.
- Start with a quiet period so individuals can write ONE idea down per post-it note. Then, post ideas around the room in sections devoted to each category. Walk around the room to read what others wrote quietly.
- Designate small teams to group similar ideas in each category. Ask each team to present on major themes without encouraging discussion (yet).
- Encourage open dialogue.
- Decide whether the group should use dot voting, fist to five, or another tool to prioritize ideas.
- Determine a timeline for implementation.