

Case Study Brainstorming

Ground Rules:

- Incident/outcome, whether positive or negative, has to involve the whole enterprise- i.e., Everyone would know about it
- Brutal honesty in describing the event

Instructions:

- Describe what happened – What were you trying to accomplish and why?
- Why did (the good/bad) happen?
- Timelines
- Key decisions that were made (where did the breakdown or positive outcomes begin to happen?)
- Do you see any trends in the behaviors of the good/bad?

WHEN?

WHAT HAPPENED?

WHY DID THE GOOD/BAD HAPPEN?

DO YOU SEE ANY TRENDS IN THE GOOD/BAD?

WHAT CONSISTENT BEHAVIORS DID YOU SEE?