



Tuning Protocol

Developed by Joseph McDonald and David Allen (Adapted by Jill Skarvold)

1. Introduction (2 min)

- Facilitator briefly introduces protocol goals, guidelines, and schedule

2. Presenting the Issue and Question (8 min)

- The presenter has an opportunity to share the context for the issue:
 - Information about the situation—who, what, where, when
 - Situation that prompted the problem
 - Information that will help others understand the context
- Presenter focuses a *question for feedback*. **Post the question so in view.**
- **Participants are silent; no questions** are entertained at this time.

3. Clarifying Questions (4 min)

- Participants have an opportunity to ask presenter “clarifying” questions in order to get information that may have been omitted in the presentation that they feel would help them to understand the context of the issue.
- Clarifying questions are matters of “fact” (**not questions about opinion**). (“Who.....”, “What the precipitating action.....”, “How many”, “Were there any.....”)
- The facilitator should be sure to limit the questions to those that are “clarifying”.

4. Examining the Issue / Think About (3 min)

- Participants look closely at the issue, noting where the issue is in tune with stated goals and where there might be a problem. They discuss what they are thinking regarding the question. (“I wonder...”; “Based on what I heard, I’m thinking...”). This conversation (examination) is done between the participants.
- Participants **focus particularly on the presenter’s question**. Think about ideas/comments that could assist the presenter in his/her thinking/reflection.
- **Presenter is silent.**

5. Pausing to Reflect (3 min)

- Participants take a couple of minutes to reflect (by writing) on what they would like to contribute to the feedback session (**focus on the presenter’s question!**).
- **Presenter is silent.**

6. Giving Feedback (5 min)

- Begin by having the facilitator remind participants of the presenters question, which should be posted.
- Participants share feedback with each other while the **presenter is silent & takes notes**.
- Feedback can be phrased in the form of reflective questions. (“How could...”, “Why is...”, “What should...”)
- Feedback may include comments about how the issue presented seems to meet goals or may have possible “disconnects,” gaps, or problems. Often participants offer ideas/suggestions for strengthening the work.

7. Reflecting by Presenter (5 min)

- Presenter speaks to those feedback comments/question he or she chooses while **participants are silent**.
- This is not a time to defend oneself, but is instead a time for the presenter to reflect aloud on those ideas or questions that seemed particularly interesting.
- Facilitator may intervene to focus, clarify, etc.

8. Debriefing (5 min)

- Facilitator-led discussion of this tuning experience. What did you think, feel (Presenter? Participants?)