

Outcome Mapping

Information Processing: Exploring and Discovering/Organizing and Integrating

PROCESS

- Reveal the purpose and process to the group.
- Display six columns with these headings:
 - Presenting problem
 - Tentative outcome
 - Desired behavior of selected others
 - Internal resources required to achieve desired behaviors
 - Change agents strategies to build resources
 - Internal resources required for change agent to perform strategies
- Elicit responses from group; paraphrase and record responses.
- If there is disagreement on what the group members say, dialogue may be scheduled for another meeting.

ALTERNATIVES

- Facilitate the use of this map with a change agent from another group or individual.

cont.

- states of mind would be necessary to perform these behaviors?” The assumption is that if they were present, the behaviors would be present.
- *Change agent strategies.* Answers the question “What strategies might the change agent perform in order to have the group access the required resources?”
- *Internal resources for change agent.* Answers the question “What knowledge, skills, attitudes or states of mind would the change agent need to have to perform identified strategies”?

NOTES AND APPLICATIONS

- Use as a group facilitation tool.
- Direct the focus to others or to self as a group.
- Use to explore potential strategies to promote growth for an individual.

TIPS

- This is task-analysis work and must be followed in sequence. Intuitive leaps and leaps to a solution should be set aside. Don't prescribe solutions until the exact behaviors and required resources are known.
- *Presenting problem.* Don't need specific descriptors. Example: Doesn't function as a team.
- *Tentative outcome.* Don't need specific descriptors. Example: Uses team work.
- *Desired behavior.* State behaviorally: what, by when, how much.
 - Behaviors must be specific, measurable, achievable, relevant to the larger outcome, and tactical. Tactical means the positive by-product of the existing state can be maintained.
 - Select a few behaviors, most amenable to change in the near future for the analysis that follows.
- *Internal resources.* Answers the question "What knowledge, skills, attitudes, or

cont.