

PROTOCOL 2.1: What? So What? Now What?

► The following protocol allows participants to separate observations and facts from inferences/assumptions in order to make effective individual and collective decisions.

Total Time: 35 minutes

Opening Moves (Introduction) (5 minutes)

- Review purpose of the protocol.
- Review agreements (or norms) of the team.
- Identify facilitator/participant and participants.

Statements of Problem/Challenge/Circumstance: *What?* (10 minutes)

- The facilitator asks a participant to outline a current challenge/problem/or circumstance.
- The facilitator asks for clarifying questions from other participants.
- The facilitator then asks everyone to identify the facts of the challenge/problem or circumstance. (What do we know are facts from this challenge?)
- The facilitator incorporates that information onto a chart under the term “What?”

Mastering Our Stories: *So What?* (10 minutes)

- The facilitator then asks what appear to be inferences/assumptions that are drawn from the challenge. (What are we assuming or taking for granted? What other assumptions may there be?) The facilitator incorporates this information onto a chart under the term “So What?”
- The facilitator asks the participants to consider all of the people who are impacted by this challenge and identify what assumptions they may possess in this challenge.

Taking Action: *Now What?* (10 minutes)

- Next, the facilitator asks each participant to write down three or four specific next steps on sticky notes. The facilitator provides the following prompts: “What additional information do we need?” “What assumptions do we need to check?” “What appear to be logical next steps in moving toward a solution?”
- The facilitator asks the participants to silently place their sticky notes under a column titled “Next Steps.” Participants may group the sticky notes quietly.

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