

Participating in the Construction of a Carnegie Mellon Community Think Tank

What happens at Carnegie Mellon	What happens with health care workers at workplaces, training or career centers	What happens at the Community Think Tank
<p>1. Understanding the Context Workplace problems—affecting personal success and collective performance—often reflect built-in conflicts within the social or historical situation. So we try first to understand workplace performance within its context..</p> <p>3. Constructing a Problem Scenario</p>	<p>2. Listening to People Who Know To uncover workplace problems people feel they face, we conduct anonymous “critical incident” interviews with employees, managers, and clients, revealing the issues (such as “teamwork or “respect”) that affect performance.</p>	

performance

<p>7. Documenting the Findings Think Tank findings are collected in an on-line archive, to allow a continued, cumulative dialogue around problem solving for personal and collective performance.</p>	<p>8. Local Action Think Tanks The management and staff of workplaces, community, and educational support networks use the Briefing Book and problem-solving process as a springboard to intercultural dialogue and local action.</p>	
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