Diagnose
Ways of strengthening this voice:

1. Ask more questions which explicitly explore to identify links, connections and implications. *'How does this relate to that?' 'What are the consequences and repercussions?'*

2. Look for patterns in data, including behavioural data, and consider alternative explanations as to what those patterns *might* signify.

3. Listen and look for clues and signals, such as words, tone of voice and other actions, which strike you as particularly strong, resonant or surprising. Invite the person concerned to elaborate on what they are saying and what they mean. *'Say more about that please.'*

4. Use models, frameworks and organisers to help you to steer the process of sense-making and to build up the emerging picture in a systematic way.

5. While listening and taking part in meetings, build up a model of how the issue under discussion actually works in practice. Make a diagram or draw a picture which represents inputs and outputs, flows and obstacles, causes and consequences. Offer your view as a possible explanation, inviting your colleague/s to take part in developing a better shared understanding.

6. Draw on models of 'root cause' problem solving to inform and enrich your diagnosis.