

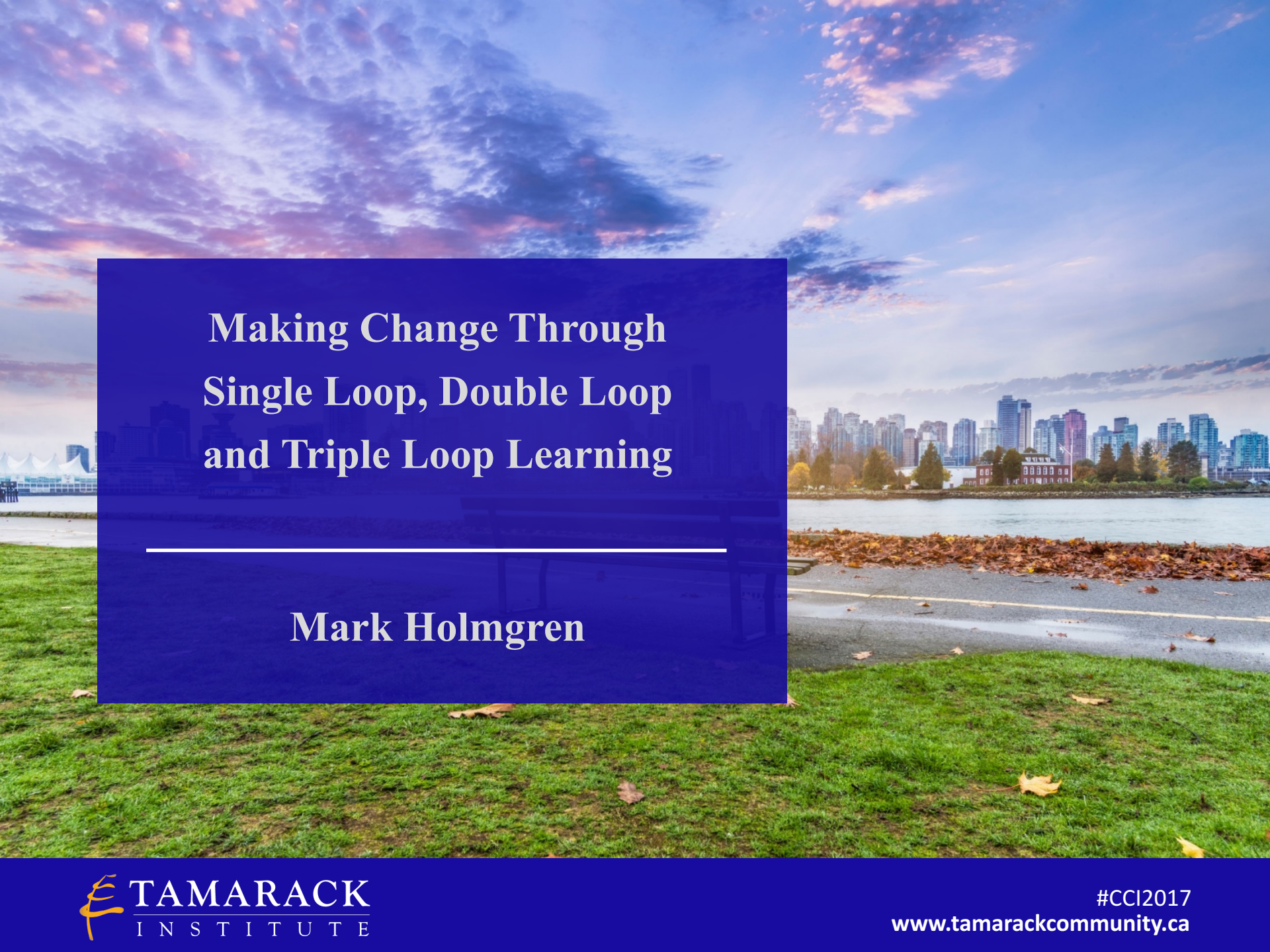
COMMUNITY CHANGE INSTITUTE

CITIES OF THE FUTURE
CO-CREATING TOMORROW



#CCI2017





Making Change Through Single Loop, Double Loop and Triple Loop Learning

Mark Holmgren

**Some people prefer to keep their foot in a bog
so that they don't risk falling over**

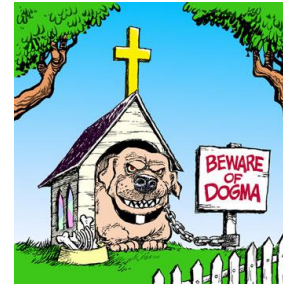
P.K. Shaw

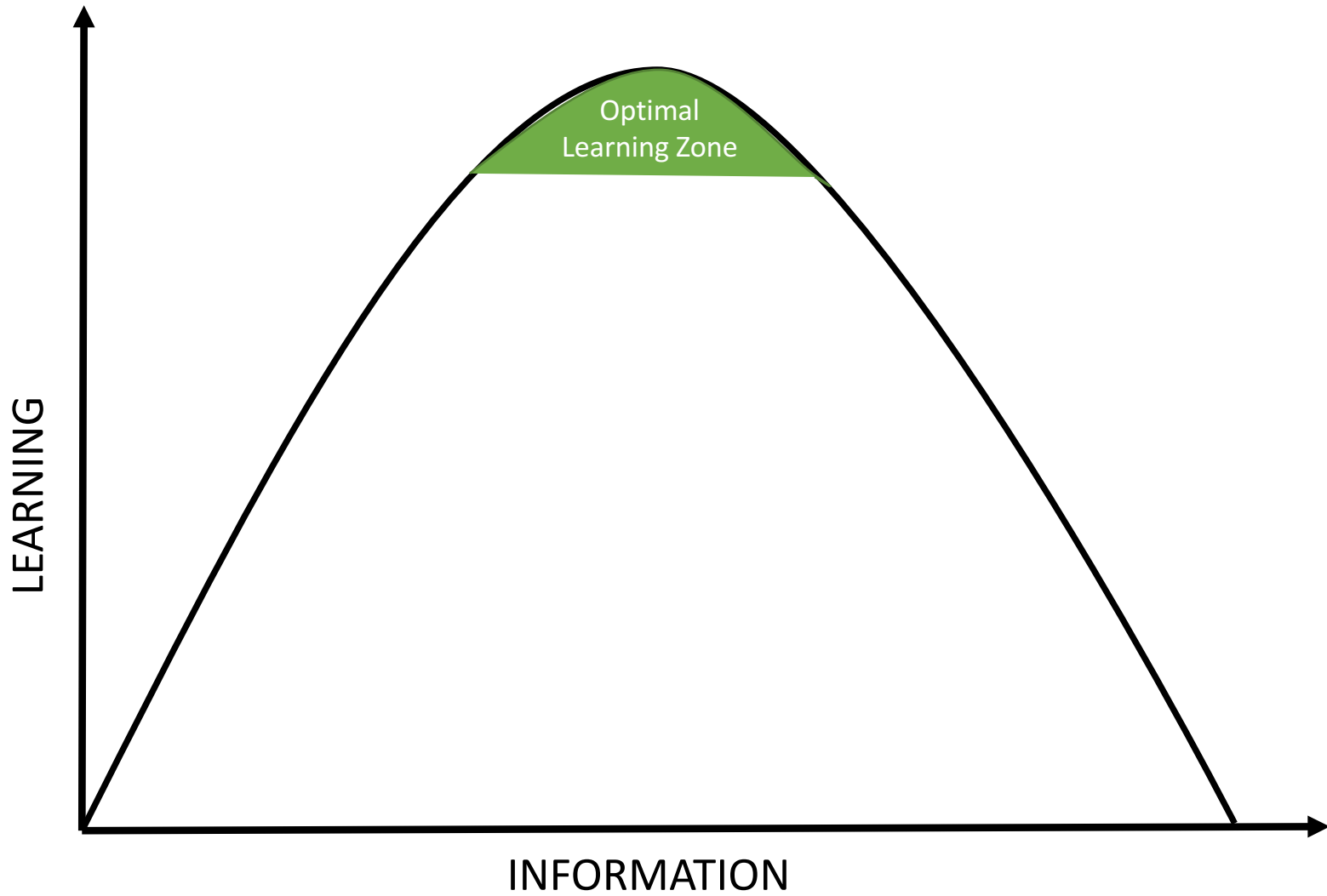
THINK-PAIR-SHARE

Share a challenging learning experience
and how it changed you.

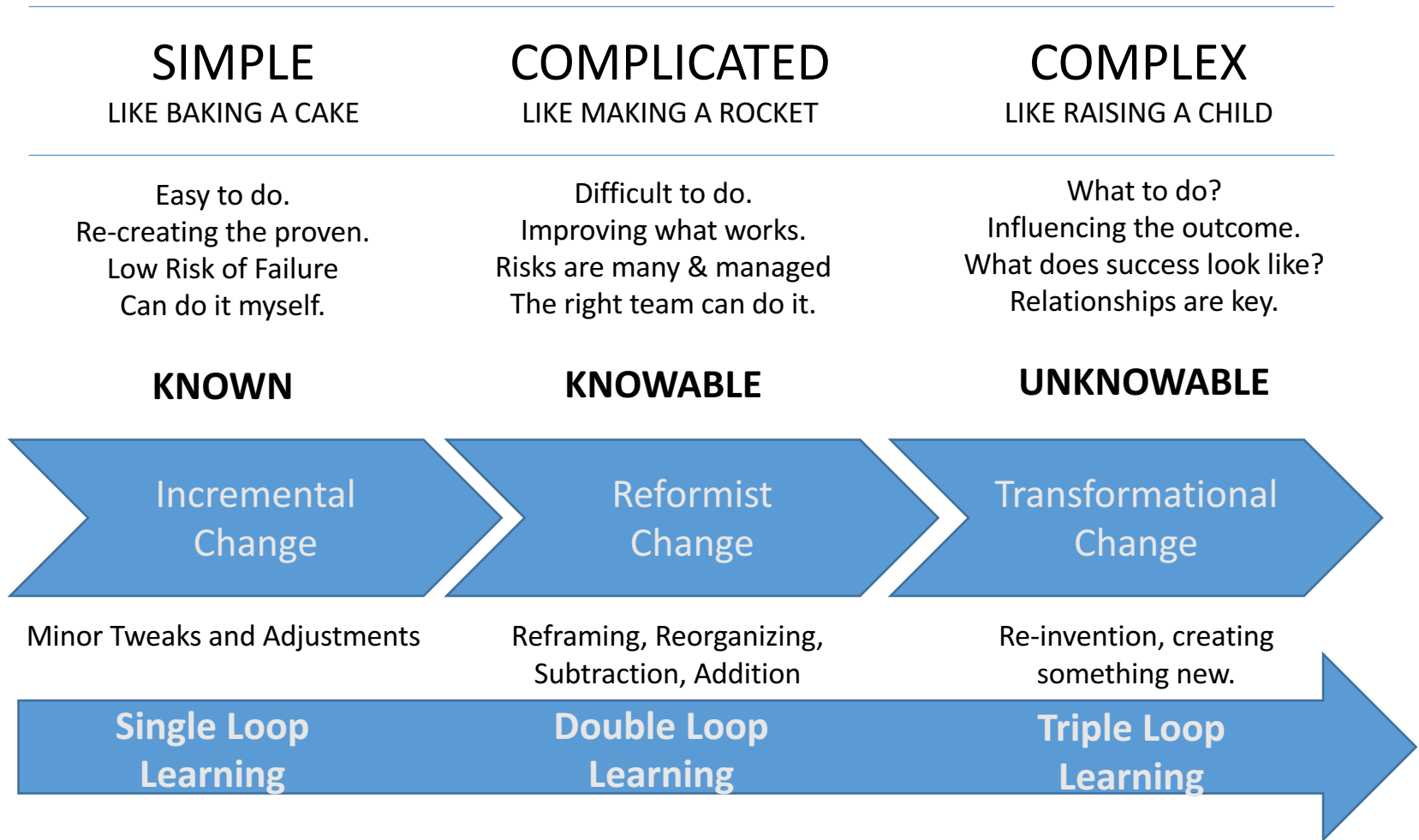
What gets in the way of learning?

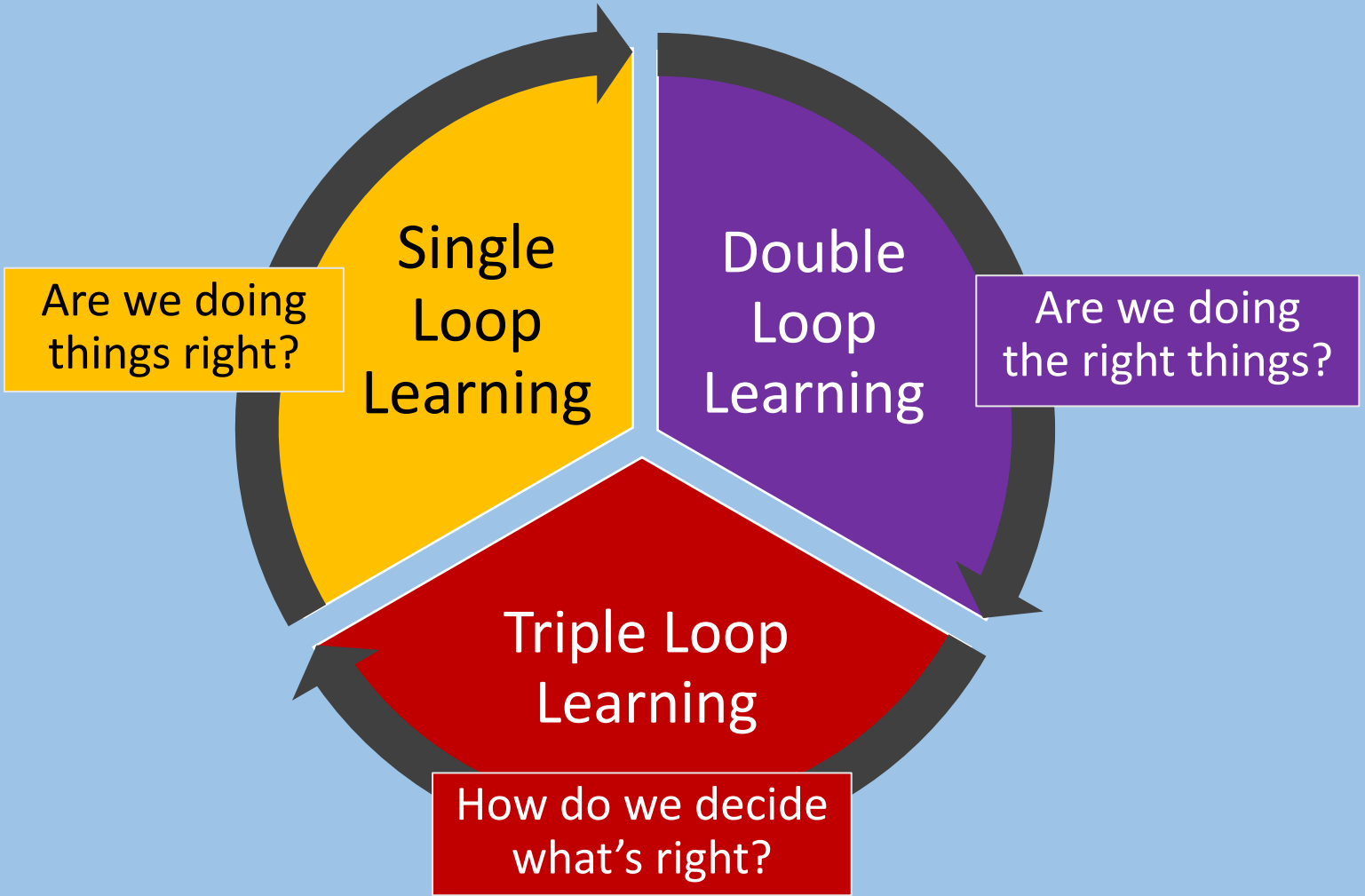
Dogma
Being positional
Insularity
Ideological Entrenchment
Avoiding Outliers
Seeking blame
Contrasting to your advantage
Spin
Scarcity or Overload of Information





Types of Problems, Degrees of Change and Elements of Learning



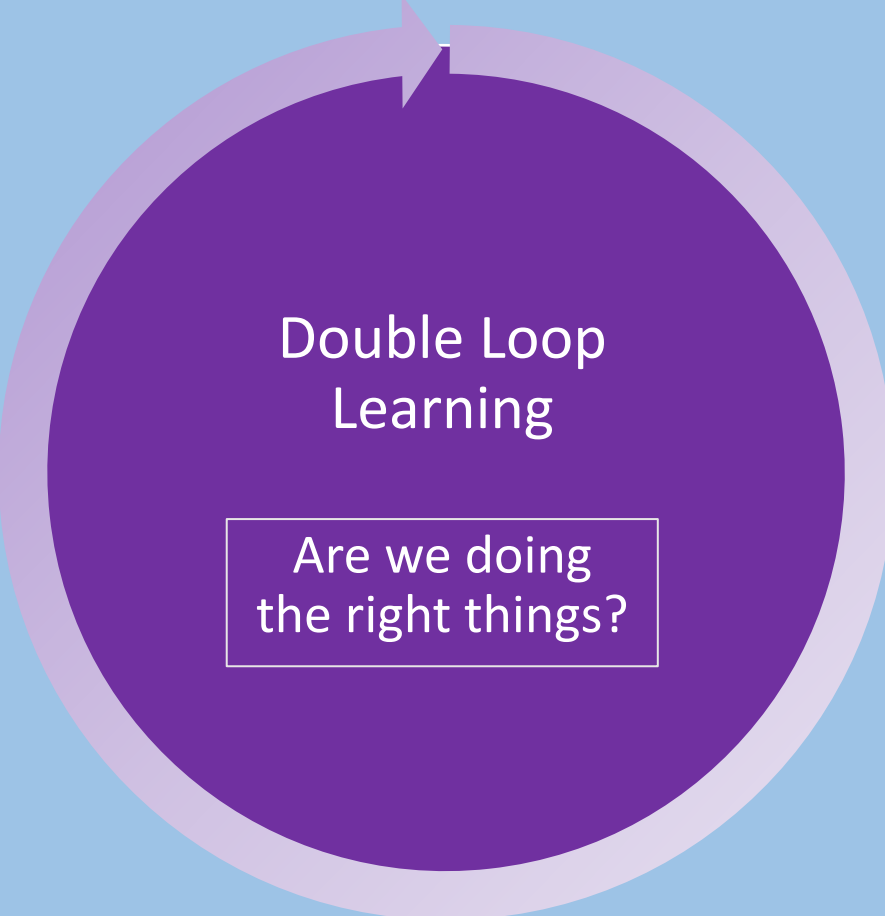




Single Loop Learning

Are we doing things right?

Single Loop Learning is about making adjustments to correct a mistake or a problem. It is focused on doing things right. Causality might be observed but typically is not acted on.



Double Loop Learning

Are we doing
the right things?

Double Loop Learning is identifying and understanding causality and then taking action to fix the problem permanently. It is about doing the right things.

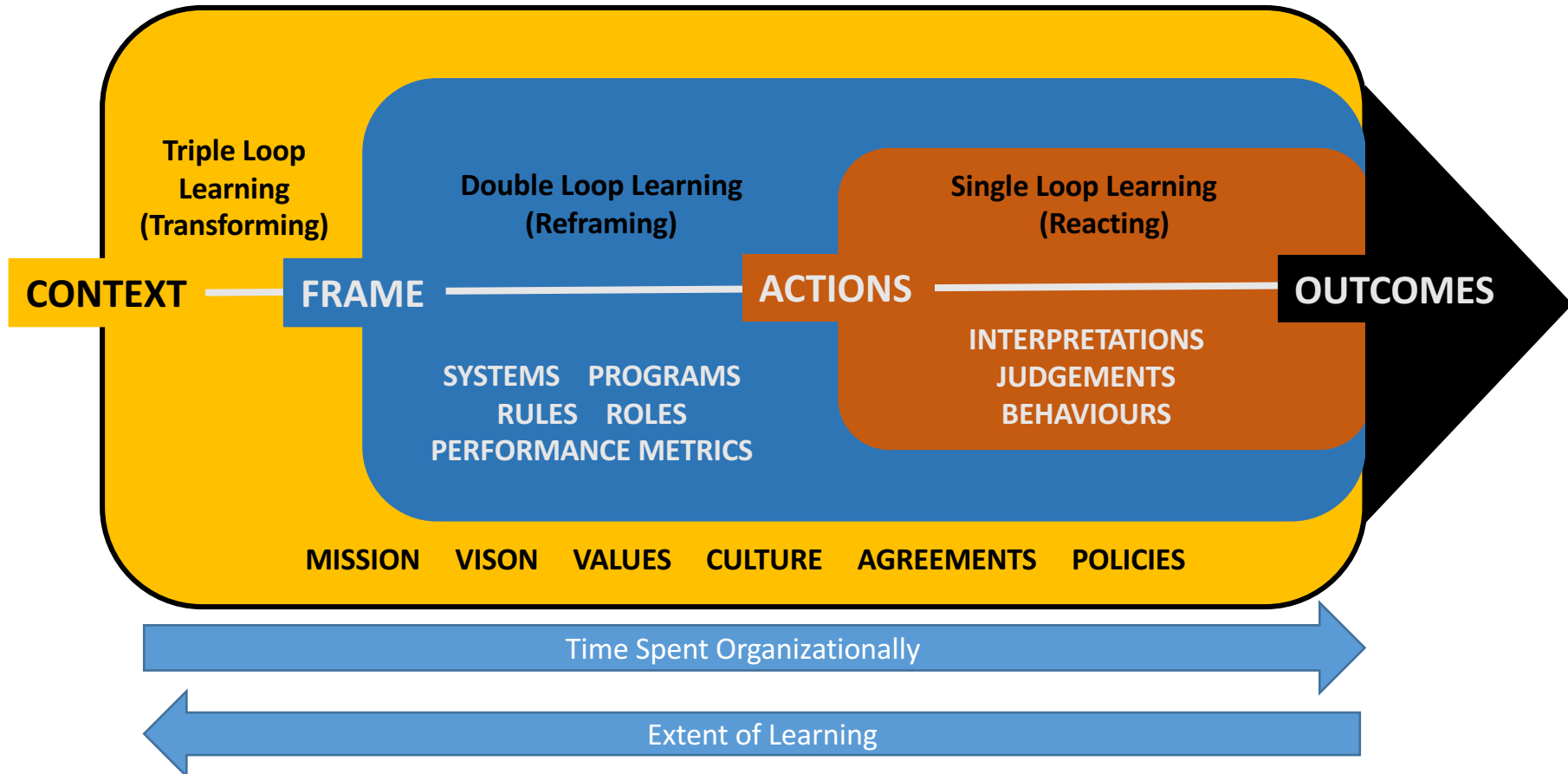


Triple Loop Learning

How do we decide
what's right?

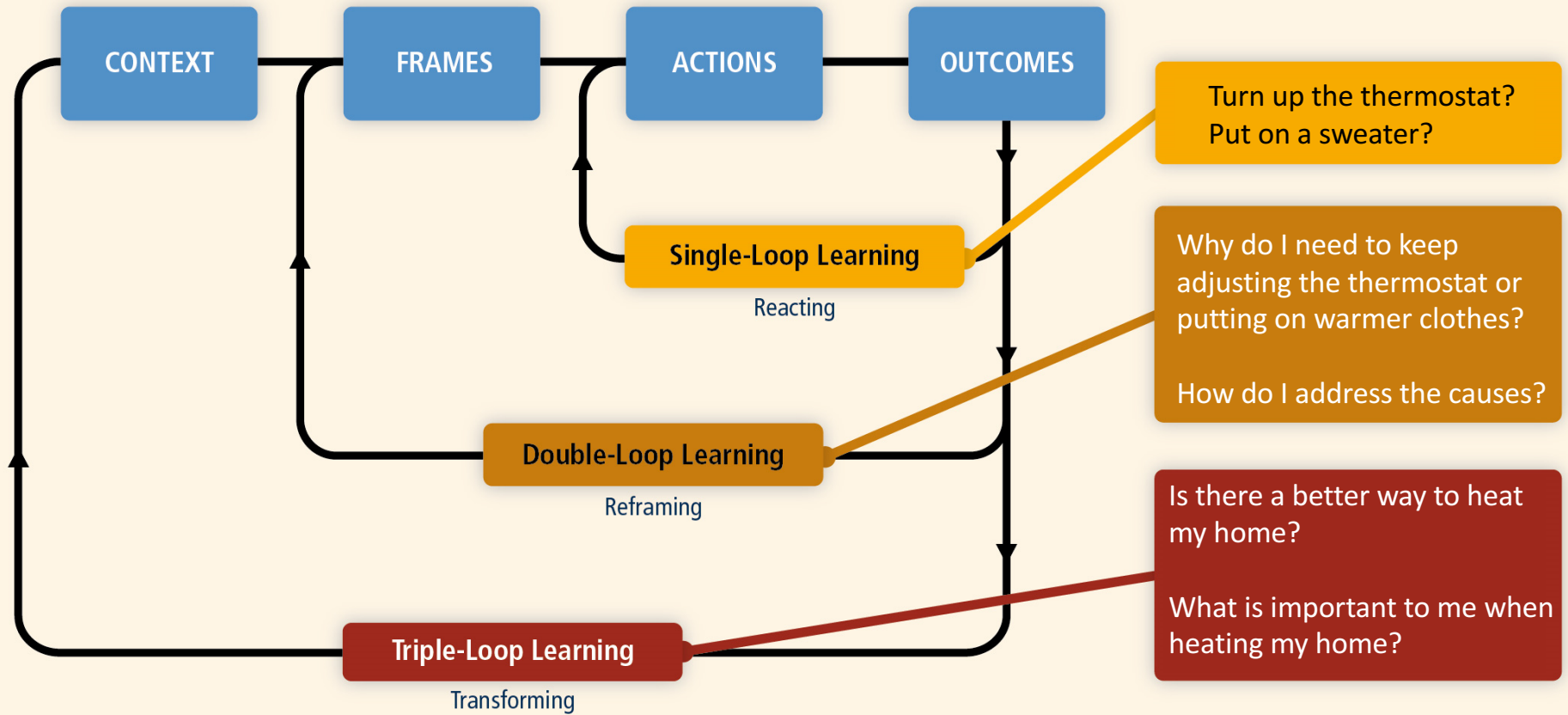
Triple Loop Learning goes even deeper to explore our values and the reasons why we even have our systems, processes and desired results in the first place. It is about trying to ascertain an understanding of how we make decisions that frame our work.

ORGANIZATIONAL AND LEARNING FRAMEWORK



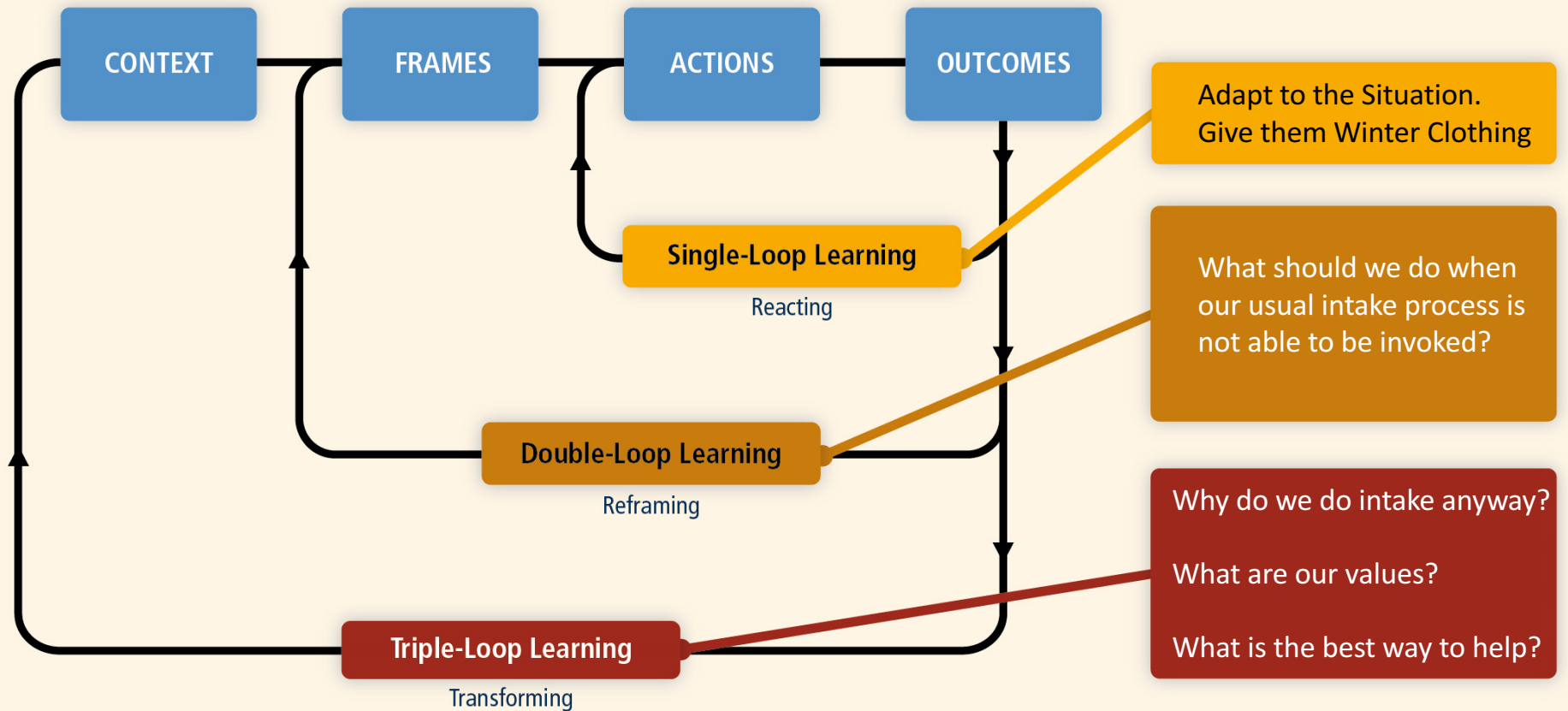


Example





Real Story



What We Learned and What We Did

What we learned by re-examining purpose and values:

What people said:

1. “We have to do intake to track the number of coats, gender of clients, age, etc.”
2. “That’s how I was taught to do it.”
3. “We do it to prevent cheating.”
4. “Our funders expect it.”
5. “Donors want to know the coats are being appropriately allocated.”
6. “We do it so we can talk about other ways we may be able to help them.”
7. “I have no clue why we require intake for winter coats.”

WHAT WE DID:

We eliminated the requirement for intake to get Winter Gear.

We just asked them if they wanted to hear more about the agency’s services.

How might you apply this back home?

Reviewing the SDT Loop Learning Tool

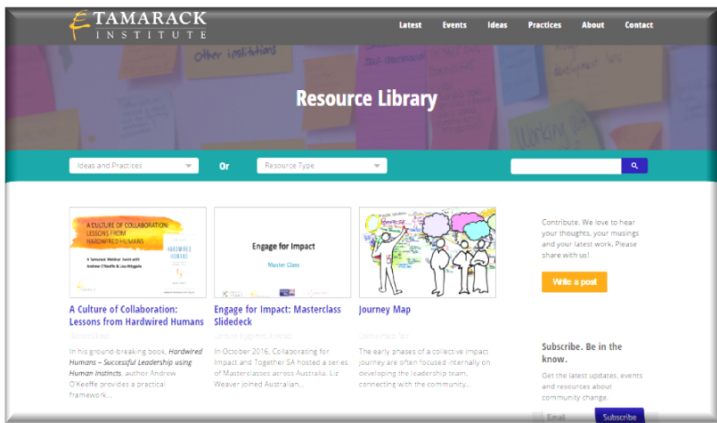
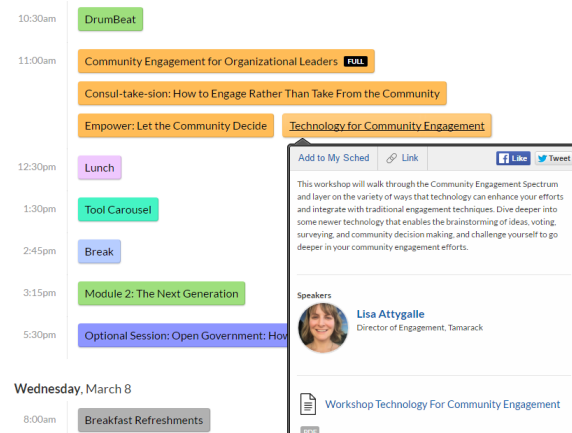
***Learning awakens
us to possibility
and acting on
possibilities
compels us to learn***

THANKS!

GET EVENT RESOURCES

Access all event resources including PPTs and handouts.

<https://communitychangeinstitute2017.sched.com/>



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www.tamarackcommunity.ca